

Set	Items	Description
S1	1570975	CONSUMER? OR CUSTOMER? OR CLIENT? OR BUYER? OR PURCHASER? - OR USER? OR SHOPPER? OR PERSON? ? OR INDIVIDUAL? OR RECIPIENT?
S2	2633790	PURCHAS? OR BUYING OR BUY? ? OR SOLD OR SELL? ? OR SELLING OR SALE? ? OR ORDER?
S3	291899	DELIVER? OR READY OR PICKUP OR PICK?()UP
S4	2184488	TIME OR DATE OR DURATION OR HOUR?? OR MINUTES
S5	3190076	PROGRESS? OR STAGE? ? OR STATUS OR FULFILL? OR PROCESS?
S6	358939	NOTIF? OR CONTACT??? OR ALERT? OR INFORM OR TRIGGER? OR IN- FORM???
S7	3104665	ACTION? OR STEP? ? OR IMPROV? OR CORRECT? OR CHANG???
S8	410637	ASSIGN? OR DELEGAT? OR SCHEDUL?
S9	2695591	COMPUTER? OR AUTOMAT? OR ELECTRONIC? OR NETWORK? OR ONLINE OR ON()LINE OR WEB? OR INTERNET? OR WWW
S10	2374996	GOODS OR PACKAGE? OR ITEM? ? OR EQUIPMENT OR PRODUCT? ?
S11	186465	S2(10N)S10
S12	8046	S3(3N)S4
S13	14699	S11(10N)S9
S14	45	S13(25N)S12
S15	63	S13 AND S12 AND S1
S16	9609	S2(4N)S3
S17	401	S16(30N)S12
S18	14	S17 AND S8 AND S9
S19	35	S17 AND S5 AND S8
S20	112	S14 OR S15 OR S19
S21	92	S20 NOT PY>2001
S22	89	S21 NOT PD=20011006:20040415
S23	86	RD (unique items)
File	2:INSPEC 1969-2004/Apr W1	(c) 2004 Institution of Electrical Engineers
File	35:Dissertation Abs Online 1861-2004/Mar	(c) 2004 ProQuest Info&Learning
File	65:Inside Conferences 1993-2004/Apr W2	(c) 2004 BLDSC all rts. reserv.
File	99:Wilson Appl. Sci & Tech Abs 1983-2004/Mar	(c) 2004 The HW Wilson Co.
File	233:Internet & Personal Comp. Abs. 1981-2003/Sep	(c) 2003 EBSCO Pub.
File	474:New York Times Abs 1969-2004/Apr 14	(c) 2004 The New York Times
File	475:Wall Street Journal Abs 1973-2004/Apr 14	(c) 2004 The New York Times
File	583:Gale Group Globalbase(TM) 1986-2002/Dec 13	(c) 2002 The Gale Group
File	256:SoftBase:Reviews,Companies&Prods. 82-2004/Mar	(c)2004 Info.Sources Inc

23/5/1 (Item 1 from file: 2)

DIALOG(R) File 2:INSPEC

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7162327 INSPEC Abstract Number: B2002-02-0170E-012, C2002-02-7160-109

Title: Development of virtual foundry fab based on distributed multi-agents

Author(s): Chih-Yuan Yu; Han-Pang Huang

Author Affiliation: Dept. of Mech. Eng., Nat. Taiwan Univ., Taipei, Taiwan

Conference Title: 2001 IEEE International Conference on Systems, Man and Cybernetics. e-Systems and e-Man for Cybernetics in Cyberspace (Cat.No.01CH37236) Part vol.2 p.1030-5 vol.2

Publisher: IEEE, Piscataway, NJ, USA

Publication Date: 2001 Country of Publication: USA 5 vol.3494 pp.

ISBN: 0 7803 7087 2 Material Identity Number: XX-2001-02741

U.S. Copyright Clearance Center Code: 0-7803-7087-2/01/\$10.00

Conference Title: Proceedings of IEEE International Conference on Systems, Man & Cybernetics

Conference Sponsor: Raytheon

Conference Date: 7-10 Oct. 2001 Conference Location: Tucson, AZ, USA

Language: English Document Type: Conference Paper (PA)

Treatment: Practical (P)

Abstract: The keys to the success of a semiconductor foundry fab are based on order fulfilment and customer satisfaction. The main objective of **order** fulfilment is to **deliver** the products on **time**. However, many **processes**, including due-date setting, planning and **scheduling** of the order and real-time shop-floor operations, are involved in accomplishing this goal. In order to enhance the customer satisfaction, the foundry company should not only promise on-time delivery but also provide real-time information about orders. A virtual foundry fab can realise these two important issues, and is constructed based on distributed agents and a proposed event-driven platform. The core of the virtual foundry fab is the order fulfilment **process**. The **process** is triggered by the customers' orders in the foundry fab environment and handled by the order management system. This paper focuses on the entire order fulfilment **process**. It includes the order management **process**, production planning, lot priority setting, tool capacity allocation, shop-floor operation and event monitoring **processes**. Each subsystem is established as an agent and performs its task on a distributed framework. The results show that the overall virtual foundry fab can be easily constructed using distributed multiple agents. (15 Refs)

Subfile: B C

Descriptors: computer aided production planning; integrated circuit manufacture; message passing; multi-agent systems; production control; **scheduling**; semiconductor device manufacture

Identifiers: virtual foundry fab; distributed multi-agents; semiconductor foundry; order fulfilment; customer satisfaction; on-time product delivery; real-time information; event-driven platform; order management system; production planning; lot priority setting; tool capacity allocation; shop-floor operation; event monitoring **process**; subsystems; due-date setting; order planning; order **scheduling**; real-time shop-floor operations

Class Codes: B0170E (Production facilities and engineering); B2560 (Semiconductor devices); B2570 (Semiconductor integrated circuits); C7160 (Manufacturing and industrial administration); C7480 (Production engineering computing); C7410D (Electronic engineering computing); C6170 (Expert systems and other AI software and techniques); C6150N (Distributed systems software)

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23/5/2 (Item 2 from file: 2)

DIALOG(R) File 2:INSPEC

(c) 2004 Institution of Electrical Engineers. All rts. reserv.

7038710 INSPEC Abstract Number: C2001-10-1290F-084

Title: Capacity planning with congestion effects

Author(s): Rajagopalan, S.; Hung-Liang Yu

Author Affiliation: Inf. & Oper. Manage. Dept., Univ. of Southern California, Los Angeles, CA, USA

Journal: European Journal of Operational Research vol.134, no.2 p. 365-77

Publisher: Elsevier,

Publication Date: 16 Oct. 2001 Country of Publication: Netherlands

CODEN: EJORDT ISSN: 0377-2217

SICI: 0377-2217(20011016)134:2L:365:CPWC;1-T

Material Identity Number: E272-2001-019

U.S. Copyright Clearance Center Code: 0377-2217/2001/\$20.00

Document Number: S0377-2217(00)00254-X

Language: English Document Type: Journal Paper (JP)

Treatment: Theoretical (T)

Abstract: Important operational performance measures for a successful firm include not only price and quality, but also fast and on **time delivery** of customer **orders**. Capacity is a key issue in determining the lead time from customer **order** to **delivery**. However, capacity planning models seldom consider the impact of capacity levels on lead time performance. An important characteristic of this paper is the incorporation of congestion effects and their impact on lead time in making capacity acquisition decisions. It is especially important in a make-to-order environment, where customer orders arrive randomly and lead to high variability and congestion. This work was motivated by our observations of such tradeoffs at firms in several industries. We present a model to make equipment choice decisions in a multiproduct multimachine single- **stage** production environment with congestion effects. The model is a nonlinear integer program. We present a heuristic solution procedure for this problem, which is based on a lower bound for the formulation that can be solved efficiently. The computational study shows that the solution procedure is quite effective in solving industry size problems. We illustrate the application of the model using data from a chemical-testing laboratory. We also discuss various extensions of the model. (30 Refs)

Subfile: C

Descriptors: heuristic programming; integer programming; nonlinear programming; production control; random **processes**; **scheduling**

Identifiers: capacity planning; congestion effects; operational performance measures; price; quality; delivery time; lead time; capacity acquisition decisions; make-to-order environment; random customer order arrival; multiproduct multimachine single- **stage** production environment; nonlinear integer program; heuristic solution procedure; industry size problems; chemical-testing laboratory

Class Codes: C1290F (Systems theory applications in industry); C1140Z (Other topics in statistics); C1180 (Optimisation techniques); C1230 (Artificial intelligence)

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23/5/3 (Item 3 from file: 2)

DIALOG(R) File 2:INSPEC

(c) 2004 Institution of Electrical Engineers. All rts. reserv.

6958440

Title: Front-office charisma [accounting CRM]

Author(s): McCausland, R.

Journal: Accounting Technology vol.17, no.4 p.48-54

Publisher: Thomson Financial Media,

Publication Date: May 2001 Country of Publication: USA

CODEN: ACCTEJ ISSN: 1068-6452

SICI: 1068-6452(200105)17:4L:48:FOCA;1-8

Material Identity Number: A498-2001-004

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: Mid-market accounting software publishers, through partnerships or internal development, are fielding **automated sales**, marketing, and support **packages** that talk directly with the back-office financial, distribution, and manufacturing software. A change in a front-office directory of addresses, for example, would register in the back-office as well. Increasingly, these integrated solutions are completely Web-enabled, eliminating further the need for duplicate data entry and thereby cutting down on errors. What this means to mid-market firms is, they can more efficiently manage **customer** inquiries by retrieving on-screen the relevant purchase order and checking shipment status while the **customer** is still on the phone. Or a field sales **person** can call up real-time inventory data before setting a guaranteed **delivery date**. Or a manager can perform a cost/benefits analysis on a just-concluded marketing campaign. (0 Refs)

Subfile: D

Descriptors: accounting; integrated software; Internet; marketing

Identifiers: sales packages; marketing packages; support packages; mid-market accounting software publishers; Web-enabled solutions; **customer** relationship management

Class Codes: D2050B (IT in accounting); D2140 (Marketing, retailing and distribution applications of IT); D5020 (Computer networks and intercomputer communications in office automation)

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23/5/4 (Item 4 from file: 2)

DIALOG(R)File 2:INSPEC

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6929344 INSPEC Abstract Number: B2001-06-0170S-015, C2001-06-3355-017

Title: A proposal of a job shop scheduling method for solving resources contention problems and its verification

Author(s): Sugihara, H.; Koizumi, H.; Kataoka, N.; Takahara, T.

Author Affiliation: Mitsubishi Electr. Corp., Japan

Journal: Transactions of the Institute of Electrical Engineers of Japan, Part D vol.121-D, no.1 p.14-23

Publisher: Inst. Electr. Eng. Japan,

Publication Date: Jan. 2001 Country of Publication: Japan

CODEN: DGRDE5 ISSN: 0913-6339

SICI: 0913-6339(200101)121D:1L:14:PSSM;1-Q

Material Identity Number: N940-2001-002

Language: Japanese Document Type: Journal Paper (JP)

Treatment: Theoretical (T)

Abstract: The authors propose the CSM (concurrent **scheduling** method) for the manufacturing site management in the job shop production. CSM aims to complete all the **orders** keeping the **delivery date**. In CSM, **processing** procedure is expressed in the CSM's **process**-chart similar to the PERT chart. The **process**-chart consists of job-boxes and 2 kinds of connectors, connectors-in-the-order and connectors-in-the-resources.

Job-boxes and connectors-in-the-order show a procedures of an order. Job-boxes and connectors-in-the-resources show load orders of a resource. Using the **process** -charts, one can see huge information, changing hour by hour. A plan is made reflecting those information, and this plan achieves the flow of the best **processing** on the manufacturing site. (8 Refs)

Subfile: B C

Descriptors: PERT; **process** control; production; **scheduling**

Identifiers: job shop **scheduling** method; resources contention problems; concurrent **scheduling** method; manufacturing site management; job-boxes; connectors-in-the-order; connectors-in-the-resources

Class Codes: B0170S (Control equipment and processes in production engineering); B0170C (Project and design engineering); C3355 (Control applications in manufacturing processes); C7420 (Control engineering computing); C7480 (Production engineering computing)

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23/5/5 (Item 5 from file: 2)

DIALOG(R)File 2:INSPEC

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6763139 INSPEC Abstract Number: C2000-12-7160-040

Title: A method of multi-PERT system for parallel jobshop management

Author(s): Sugihara, H.; Koizumi, H.; Kataoka, N.; Takahara, T.

Author Affiliation: Mitsubishi Electr. Corp., Nagoya, Japan

Conference Title: Proceedings Seventh International Conference on Parallel and Distributed Systems: Workshops p.357-63

Editor(s): Shibata, Y.

Publisher: IEEE Comput. Soc, Los Alamitos, CA, USA

Publication Date: 2000 Country of Publication: USA xiii+563 pp.

ISBN: 0 7695 0571 6 Material Identity Number: XX-2000-02396

U.S. Copyright Clearance Center Code: 0 7695 0571 6/2000/\$10.00

Conference Title: Proceedings Seventh International Conference on Parallel and Distributed Systems: Workshops

Conference Sponsor: Iwate Prefectural Univ., Japan; IEEE Comput. Soc. Tech. Committee on Distributed Process

Conference Date: 4-7 July 2000 Conference Location: Iwate, Japan

Language: English Document Type: Conference Paper (PA)

Treatment: Practical (P); Theoretical (T)

Abstract: Conflicts between jobs for shared resources happen daily on the manufacturing floor of a jobshop production facility. This makes the management of a manufacturing floor rather difficult. In order to solve this problem, we are proposing a system to plan and manage **scheduling** through the use of multi-PERT. We call this system the Concurrent **Scheduling** Method (CSM). Under CSM, the job structure of each individual order is clarified during the design **stage** to determine the production **process**. The result is detailed in CSM **process** charts similar to PERT diagrams. These multiplexed job structures are monitored in order to follow the **progress** and the **schedule** for all orders is planned and managed. A **schedule** planned in this way is able to have the resource utilization maximized fully and the critical path identified clearly. The information regarding the critical path helps to solve the load problem. In this way, the production **process** of the site is optimized for keeping the **delivery date**. Also, **status** changes caused by new **orders**, **delivery date** change requests or **progress** changes can be responded to quickly. (5 Refs)

Subfile: C

Descriptors: critical path analysis; diagrams; optimisation; PERT; production control; resource allocation; **scheduling**

Identifiers: multi-PERT system; parallel jobshop management; job

conflicts; shared resources; manufacturing floor; jobshop production facility; Concurrent **Scheduling** Method; **process** charts; PERT diagrams; critical path; optimization

Class Codes: C7160 (Manufacturing and industrial administration); C1290F (Systems theory applications in industry); C7480 (Production engineering computing); C1180 (Optimisation techniques)

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23/5/6 (Item 6 from file: 2)

DIALOG(R)File 2:INSPEC

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6631927 INSPEC Abstract Number: C2000-08-1290F-075

Title: Scheduling with generalized batch delivery dates and earliness penalties

Author(s): Xiaoguang Yang

Author Affiliation: Inst. of Syst. Sci., Acad. Sinica, Beijing, China

Journal: IIE Transactions vol.32, no.8 p.735-41

Publisher: Kluwer Academic Publishers,

Publication Date: Aug. 2000 **Country of Publication:** Netherlands

CODEN: IIETDM **ISSN:** 0740-817X

SICI: 0740-817X(200008)32:8L.735:SWGB;1-X

Material Identity Number: H262-2000-008

Language: English **Document Type:** Journal Paper (JP)

Treatment: Theoretical (T)

Abstract: In this paper, we study some single machine **scheduling** problems with generalized batch delivery dates and earliness penalties. The generalized delivery dates are given a-priori before any jobs are **processed**. They are unrelated to the jobs and the **processing order**. Each specific **delivery** batch contains jobs completed but undelivered until the specific **delivery date**. We consider **scheduling** problems to minimize two types of earliness penalties: one is the total earliness; the other is the maximum earliness. For these two there are only two generalized batch dates. We also prove that they are solved in polynomial time for general earliness penalty function if all **processing** times are equal, and give an $O(n\log(n))$ algorithm to solve the weighted earliness cases. (17 Refs)

Subfile: C

Descriptors: computational complexity; minimisation; production control

Identifiers: single machine **scheduling** problems; generalized batch delivery dates; earliness penalty minimization; total earliness; maximum earliness; polynomial time

Class Codes: C1290F (Systems theory applications in industry); C1180 (Optimisation techniques); C4240C (Computational complexity)

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23/5/7 (Item 7 from file: 2)

DIALOG(R)File 2:INSPEC

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6623352 INSPEC Abstract Number: C2000-07-6185-022

Title: Pre-sampling as an approach for exploiting temporal uncertainty

Author(s): Loper, M.L.; Fujimoto, R.M.

Author Affiliation: Coll. of Comput., Georgia Inst. of Technol., Atlanta, GA, USA

Conference Title: Proceedings Fourteenth Workshop on Parallel and Distributed Simulation p.157-64

Editor(s): Bruce, D.; Donatiello, L.; Turner, S.

Publisher: IEEE Comput. Soc, Los Alamitos, CA, USA
Publication Date: 2000 Country of Publication: USA xviii+183 pp.
ISBN: 0 7695 0677 1 Material Identity Number: XX-2000-01359
U.S. Copyright Clearance Center Code: 0 7695 0677 1/2000/\$10.00
Conference Title: Proceedings 14th Workshop on Parallel and Distributed Simulation (PADS 2000)

Conference Sponsor: IEEE Comput. Soc. Tech. Committee on Simulation (IEEE-TCSIM); ACM Special Interest Group on Simulation (SIGSIM); SCS
Conference Date: 28-31 May 2000 Conference Location: Bologna, Italy
Language: English Document Type: Conference Paper (PA)
Treatment: Practical (P)

Abstract: We describe an approach to exploit temporal uncertainty in parallel and distributed simulation by utilizing time intervals rather than precise time stamps. Unlike previously published work that proposes new message ordering semantics, our approach is based on conservative, time stamp order execution and enhancing the lookahead of the simulation by pre-drawing random numbers from a distribution that models temporal uncertainty. The advantages of this approach are that it allows time intervals to be exploited using a conventional **Time Stamp Order (TSO) delivery** mechanism, and it offers the modeler greater statistical control over the **assigned** time stamps. An implementation of this approach is described and initial performance measurements are presented. (19 Refs)

Subfile: C

Descriptors: discrete event simulation; distributed **processing** ; parallel **processing** ; software performance evaluation

Identifiers: temporal uncertainty; presampling approach; parallel simulation; distributed simulation; time intervals; message ordering semantics; conservative time stamp order execution; **Time Stamp Order delivery** ; performance measurements

Class Codes: C6185 (Simulation techniques); C6150N (Distributed systems software)

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23/5/8 (Item 8 from file: 2)

DIALOG(R)File 2:INSPEC

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6384683

Title: Hit the bricks. Internet shifts in b-to-b sales world mean 'get up and go' or risk losing jobs

Author(s): James, D.

Journal: Marketing News vol.33, no.19 p.1, 15

Publisher: American Marketing Assoc,

Publication Date: 13 Sept. 1999 Country of Publication: USA

CODEN: MKNWAT ISSN: 0025-3790

SICI: 0025-3790(19990913)33:19L:1:BISS;1-P

Material Identity Number: E764-1999-019

Language: English Document Type: Journal Paper (JP)

Treatment: Economic aspects (E)

Abstract: Drove of business-to-business companies are moving the most routine aspects of the **sales** process to the **Internet** , **selling** commodity and repeat- **purchase** **products** via e-commerce programs, putting catalogs and **product** information **online** , trading **orders** and even negotiating prices for some deals. Therefore, b-to-b sales teams are forced to spend much less time doing easier account maintenance tasks-which generate income for them almost automatically-and more **time** **delivering** high-level strategic services to **customers** . Territorial by profession, sales people have to relinquish their coveted control of **clients** ' low-dollar "gimme" orders and show some get-up-and-go or risk losing their

jobs. (0 Refs)

Subfile: D

Descriptors: electronic commerce; Internet; sales management

Identifiers: business-to-business companies; sales process; Internet; commodity product selling; repeat-purchase product selling; e-commerce program; online catalogs; online product information; order trading; price negotiation; high-level strategic services

Class Codes: D2140 (Marketing, retailing and distribution); D5020 (Computer networks and intercomputer communications)
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23/5/9 (Item 9 from file: 2)

DIALOG(R) File 2:INSPEC

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6361473 INSPEC Abstract Number: C1999-11-7160-003

Title: Negotiating price/delivery date in a stochastic manufacturing environment

Author(s): Elhafsi, M.; Rolland, E.

Author Affiliation: Graduate Sch. of Manage., California Univ., Riverside, CA, USA

Journal: IIE Transactions vol.31, no.3 p.255-70

Publisher: Kluwer Academic Publishers,

Publication Date: March 1999 Country of Publication: Netherlands

CODEN: IIETDM ISSN: 0740-817X

SICI: 0740-817X(199903)31:3L:255:NPDD;1-Y

Material Identity Number: H262-1999-006

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P); Theoretical (T)

Abstract: We study a make-to-order manufacturing system consisting of several **processing** centers that are subject to failures and repairs. Our objective is to build a model that can be used as a tool for negotiating the delivery date and the price of a certain upcoming order. The model takes into account the congestion level of the shop floor at the time the order is placed. Based on the workload of the **processing** centers, the model splits the order into lots and **assigns** them to the **processing** centers so as to determine the order completion time associated with the minimum operating cost. The efficiency of the solution method for the model allows real-time decision-making while negotiating the price and **delivery date** of the **order** to be placed. Since the decisions are made based on a snapshot of the congestion level at the shop floor, using this model will reduce the conflict between the marketing and the production activities in manufacturing organizations. (22 Refs)

Subfile: C

Descriptors: decision support systems; management; manufacturing data **processing** ; optimisation; production control; real-time systems

Identifiers: stochastic manufacturing; delivery date; price negotiation; shop floor; order completion time; operating cost; decision-making; production control; real time system; optimisation

Class Codes: C7160 (Manufacturing and industrial administration); C7102 (Decision support systems); C1290F (Systems theory applications in industry); C1180 (Optimisation techniques)

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23/5/10 (Item 10 from file: 2)

DIALOG(R) File 2:INSPEC

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6331293 INSPEC Abstract Number: B1999-10-6210R-020, C1999-10-6130M-020
Title: Multimedia support in network protocol processing subsystems
 Author(s): See-Mong Tan; Campbell, R.H.
 Author Affiliation: Illinois Univ., Urbana, IL, USA
 Conference Title: Proceedings IEEE International Conference on Multimedia Computing and Systems Part vol.2 p.41-5 vol.2
 Publisher: IEEE Comput. Soc, Los Alamitos, CA, USA
 Publication Date: 1999 Country of Publication: USA 2 vol. (xlix+909+1127) pp.
 ISBN: 0 7695 0253 9 Material Identity Number: XX-1999-02047
 U.S. Copyright Clearance Center Code: 0 7695 0253 9/99/\$10.00
 Conference Title: Proceedings of ICMCS99: IEEE Multimedia Systems '99: International Conference on Multimedia Computing and Systems
 Conference Sponsor: IEEE Comput. Soc.; IEEE Circuit & Syst. Soc.; IEEE Commun. Soc.; IEEE Signal Process. Soc
 Conference Date: 7-11 June 1999 Conference Location: Florence, Italy
 Language: English Document Type: Conference Paper (PA)
 Treatment: Practical (P)
 Abstract: Multimedia isochronous data require **processing** at regular intervals in order to achieve acceptable playback quality. This paper addresses the problem of network subsystem support for distributed multimedia applications in operating systems. The research demonstrates a design for a high performance network subsystem that provides quality of service guarantees to real time data in the presence of non-real time data streams. The design integrates protocol **processing**, **processor scheduling**, and parallel implementations in **order** to support the **delivery** of real time video and audio. (8 Refs)
 Subfile: B C
 Descriptors: computer networks; multimedia communication; network operating systems; **processor scheduling**; protocols; quality of service; real-time systems
 Identifiers: network protocol **processing** subsystems; multimedia isochronous data; playback quality; distributed multimedia applications; operating systems; high performance network subsystem; quality of service; real time data; **processor scheduling**; parallel implementations; real time video; real time audio
 Class Codes: B6210R (Multimedia communications); B6150M (Protocols); C6130M (Multimedia); C5640 (Protocols); C6150N (Distributed systems software); C6155 (Computer communications software)
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23/5/11 (Item 11 from file: 2)
 DIALOG(R)File 2:INSPEC
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5937099 INSPEC Abstract Number: C9807-7100-026
Title: Planning of shift scheduling and working time with SP-EXPERT
 Author(s): Feldmann, H.-W.; Droth, D.; Nachtrab, R.
 Author Affiliation: ASTRUM, Erlangen, Germany
 Journal: Wirtschaftsinformatik vol.40, no.2 p.142-9
 Publisher: Friedr. Vieweg & Sohn Verlagsgesellschaft,
 Publication Date: April 1998 Country of Publication: Germany
 CODEN: WIINE9 ISSN: 0937-6429
 SICI: 0937-6429(199804)40:2L:142:PSSW;1-Q
 Material Identity Number: N814-98004
 Language: German Document Type: Journal Paper (JP)
 Treatment: Applications (A); Practical (P)
 Abstract: An integrated production planning, human resources and time management and accounting system is indispensable in providing on- time

delivery of customer **orders** . Precise work **schedules** and coordination of employees is vital in order to minimize **processing** losses and guarantee high efficiency. The shift models and accounting procedures resulting from flexible work **schedule** models are extremely complex and can only be mastered with the help of advanced planning tools. The conventional approach of drawing up shift **schedules** by hand is in many cases no longer realistic. Most data **processing** solutions were not designed to take all of these aspects into consideration and therefore also fall short of these demands. The personnel **scheduling** system SP-EXPERT by ASTRUM GmbH was developed with these ideas in mind using the latest software engineering and expert system technology. This program assists the human resources manager by modelling shift and work location **assignment** procedures. (1 Refs)

Subfile: C

Descriptors: accounts data **processing** ; expert systems; human resource management; personnel; planning; **scheduling** ; software engineering; time management

Identifiers: shift **scheduling** ; working time planning; SP-EXPERT; production planning; human resources; time management; accounting system; customer orders; work **schedules** ; employees; data **processing** ; personnel **scheduling** system; ASTRUM GmbH; software engineering; expert system; human resources management; work location **assignment**

Class Codes: C7100 (Business and administration); C6170 (Expert systems); C1230 (Artificial intelligence)

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23/5/12 (Item 12 from file: 2)

DIALOG(R)File 2:INSPEC

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5825143 INSPEC Abstract Number: C9803-6130M-008

Title: A simple distributed scheduling policy for parallel interactive continuous media servers

Author(s): Rottmann, V.; Berenbrink, P.; Luling, R.

Author Affiliation: Dept. of Comput. Sci., Paderborn Univ., Germany

Journal: Parallel Computing Conference Title: Parallel Comput. (Netherlands) vol.23, no.12 p.1757-76

Publisher: Elsevier,

Publication Date: 1 Dec. 1997 Country of Publication: Netherlands

CODEN: PACOEJ ISSN: 0167-8191

SICI: 0167-8191(19971201)23:12L:1757:SDSP;1-J

Material Identity Number: F777-98001

U.S. Copyright Clearance Center Code: 0167-8191/97/\$17.00

Conference Title: First Workshop on Parallel Processing and Multimedia

Conference Date: 1 April 1997 Conference Location: Geneva, Switzerland

Document Number: S0167-8191(97)00086-0

Language: English Document Type: Conference Paper (PA); Journal Paper (JP)

Treatment: Theoretical (T)

Abstract: In this paper we discuss the design of parallel interactive continuous media servers suitable for the implementation of scalable server-based media delivery services like Video-on-Demand or Teleshopping. The main design problems for the development of such servers is to ensure the just-in-**time delivery** of media elements in **order** to maximize the Quality of Service and to minimize the buffer size at the user site. Just-in-**time delivery** means that the media elements should be sent as late as possible to the users but early enough to ensure a continuous replay of the media. This is important because clients have to provide buffer space for data arriving too early. The Quality of Service measures

the number of data elements arrived in time at the user side. Thus, the real-time properties of the internal communication network as well as the congestion arising at the disks are of highest importance. We present models for parallel media servers and a very simple **scheduler** that is fully distributed and can therefore easily be implemented on a scalable parallel continuous media server. For each requested data element the **scheduler** sends a request to the storage subsystems at a point of time only depending on the deadline of that request, i.e. the time the data has to be delivered to the user, and the length of the path the data has to be routed through the internal network of the parallel server. In order to minimize the buffer space at the user site, and to maximize the Quality of Service, we develop timing strategies for the **scheduler** using simulation results as well as analytical observations. (17 Refs)

Subfile: C

Descriptors: distributed databases; distributed **processing** ; file servers; multimedia computing; **scheduling**

Identifiers: distributed **scheduling** policy; parallel; interactive; continuous media servers; server-based media delivery services; Video-on-Demand; Teleshopping; Quality of Service; parallel continuous media server; parallel media servers; **scheduler**

Class Codes: C6130M (Multimedia); C6150N (Distributed systems software); C6160S (Spatial and pictorial databases); C6160B (Distributed databases)

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23/5/13 (Item 13 from file: 2)

DIALOG(R) File 2:INSPEC

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5724437 INSPEC Abstract Number: C9711-7160-059

Title: Development of consistent scheduling system for sheet metal production

Author(s): Fujii, N.; Kumamoto, K.; Asada, K.

Author Affiliation: Syst. Eng. Div., Sumitomo Metal Ind. Ltd., Wakayama, Japan

Conference Title: Proceedings of the Japan-USA Symposium on Flexible Automation - 1996 Part vol.2 p.1423-6 vol.2

Editor(s): Stelson, K.; Oba, F.

Publisher: ASME, New York, NY, USA

Publication Date: 1996 Country of Publication: USA 2 vol. xviii+1565 pp.

ISBN: 0 7918 1231 6 Material Identity Number: XX97-02415

Conference Title: Proceedings of 1996 Japan-USA Symposium on Flexible Automation

Conference Sponsor: ASME; Inst. Syst. Control & Inf. Eng. Japan

Conference Date: 7-10 July 1996 Conference Location: Boston, MA, USA

Language: English Document Type: Conference Paper (PA)

Treatment: Practical (P)

Abstract: The problem of making a consistent steel sheet-making **schedule** covering the entire steel works is huge and complex. Computers are not able to make consistent **schedules** within the allowable time. Sheet metal production is traditionally **scheduled** by means of the knowledge and heuristics of experienced staff members. In addition, there is no way to estimate the long term trends of the work load. In order to solve these problems, we develop a new consistent **scheduling** system for sheet metal production, which has: 1) a long term rough **scheduling** function; 2) a short term detail **scheduling** function; and 3) a **schedule** modification function. These three functions make it possible to estimate the work load, the amount of inventories and the **delivery date** of each customer **order** within a month. Moreover, it has become possible to reduce **schedule**

planning time and to show accurate delivery dates. (1 Refs)

Subfile: C

Descriptors: computer aided production planning; manufacturing data
processing ; production control; steel industry

Identifiers: lscheduling system; sheet metal production; steel
sheet-making; work load estimation; inventory; delivery date; planning;
production control

Class Codes: C7160 (Manufacturing and industrial administration); C1290F
(Systems theory applications in industry)

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23/5/14 (Item 14 from file: 2)

DIALOG(R) File 2:INSPEC

(c) 2004 Institution of Electrical Engineers. All rts. reserv.

5567463 INSPEC Abstract Number: C9706-7180-005

Title: Electronic commerce in retailing: differences across retail formats

Author(s): Palmer, J.W.

Author Affiliation: Coll. of Bus. Adm., Oklahoma Univ., Norman, OK, USA

Journal: Information Society vol.13, no.1 p.75-91

Publisher: Taylor & Francis,

Publication Date: Jan.-March 1997 Country of Publication: USA

CODEN: INSCD8 ISSN: 0197-2243

SICI: 0197-2243(199701/03)13:1L.75:ECRD;1-R

Material Identity Number: B725-97002

U.S. Copyright Clearance Center Code: 0197-2243/97/\$12.00+.00

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: Explores the impact of electronic commerce in retailing. Four retail formats are examined: in-store, catalog, cable TV and the World Wide Web (WWW). 120 products were "shopped" across the four formats to identify distinctions between them on key product characteristics including price, product description and display, **time** to locate, and **delivery**. The study suggests some fundamental differences between the formats in terms of the degree of interactivity, the level of information supplied about the product, the ability to compare products, and the degree of human intermediation. The results show a significant difference in product description, shopping availability, speed of **delivery**, and **time** taken to shop between the four formats. The total cost of the product was not significantly different across the four formats. The development of cyber equivalents was also explored. Cyber equivalents involve the use of **electronic** means to simulate the shopping experience. These include the broadcast **selling** and **product** demonstration for cable TV, the development of CD-ROM catalogs to include "personal **shoppers**" and product demonstrations, and the use of electronic shopping carts, video salespeople, online catalogs and product demonstrations for WWW shopping. The study also suggests that there is strong potential for the merging of the three non-store formats. There is evidence that this has already begun, given the similar need across these formats for telemarketing and distribution support. (0 Refs)

Subfile: C

Descriptors: cable television; EFTS; home shopping; Internet; retail data
processing

Identifiers: electronic commerce; catalogue retailing; CD-ROM catalogues;
retail formats; telemarketing; in-store retailing; distribution support;
cable TV broadcasting; World Wide Web; product characteristics; price;
product description; product display; product location time; product
delivery speed; interactivity; product information supply; product
comparisons; human intermediation; shopping availability; shopping time;
product cost; cyber equivalents; electronic shopping experience; personal

shoppers ; product demonstrations

Class Codes: C7180 (Retailing and distribution computing); C7830 (Home computing)

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23/5/15 (Item 15 from file: 2)

DIALOG(R) File 2:INSPEC

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5558665 INSPEC Abstract Number: C9705-7160-086

Title: Evolutionary computation applied to the logistic CIM system

Author(s): Furukawa, M.; Watanabe, M.; Mizoe, A.; Watanabe, T.; Kakazu, Y.

Author Affiliation: Dept. of Inf. Technol. Integration, Asahikawa Nat. Coll. of Technol., Japan

Conference Title: Advances in Production Management Systems. Proceedings of the 6th IFIP TC5/WG5.7 International Conference on Advances in Production Management Systems - APMS'96 p.319-24

Editor(s): Okino, N.; Tamura, H.; Fujii, S.

Publisher: Kyoto Univ, Kyoto, Japan

Publication Date: 1996 Country of Publication: Japan xvii+670 pp.

ISBN: 4 915740 20 X Material Identity Number: XX96-03112

Conference Title: Proceedings of 6th International Conference on Advances in Production Management Systems (APMS'96)

Conference Date: 4-6 Nov. 1996 Conference Location: Kyoto, Japan

Language: English Document Type: Conference Paper (PA)

Treatment: Theoretical (T); Experimental (X)

Abstract: Automated warehouses make a central role for the logistic CIM system. In order to keep the appointed date of product delivery, efficient scheduling must be planned to manage the automated warehouse. This paper develops scheduling methods for two types of automated warehouses; the one is a vertical type of warehouse and the other is a flow-rack type of warehouse. Both problems can be formulated as a knapsack problem, which is one of the combinatorial problems. Evolutionary computation methods are applied to solve both scheduling problems. For a vertical type of warehouse scheduling problem, a genetic algorithm (GA) (Holland, 1992), an evolution program (EP) (Michalewicz, 1990) and evolutionary programming (EPG) (Forgel, 1994) are applied and numerical computation results are compared. From a practical viewpoint, EP has good convergence time and produces a practical solution. For a flow type of warehouse, auto-flow rack warehouse-scheduling, the GA is also applied and results are compared with a conventional result. As a result, the GA produces a quasi-optimum solution to use in practice. It is proved that evolutionary computation methods can be implemented with a PC, taking over from conventional ways. (10 Refs)

Subfile: C

Descriptors: computer integrated manufacturing; convergence of numerical methods; genetic algorithms; manufacturing resources planning; production control; stock control data processing; warehouse automation

Identifiers: evolutionary computation; logistic CIM system; automated warehouses; planning; knapsack problem; genetic algorithm; GA; evolution program; evolutionary programming; convergence time; auto-flow rack warehouse-scheduling

Class Codes: C7160 (Manufacturing and industrial administration); C1180 (Optimisation techniques); C1290F (Systems theory applications in industry); C7480 (Production engineering computing)

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23/5/16 (Item 16 from file: 2)

DIALOG(R)File 2:INSPEC

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5533746 INSPEC Abstract Number: B9705-0170E-008, C9705-3350E-009

Title: Manufacturing scrap reduction team

Author(s): Daigle, K.; Powell, R.

Author Affiliation: Microelectron. Div., IBM Corp., Essex Junction, VT, USA

Conference Title: IEEE/SEMI 1996 Advanced Semiconductor Manufacturing Conference and Workshop. Theme - Innovative Approaches to Growth in the Semiconductor Industry. ASMC 96 Proceedings (Cat. No.96CH35953) p.230-2

Publisher: IEEE, New York, NY, USA

Publication Date: 1996 Country of Publication: USA vi+479 pp.

ISBN: 0 7803 3371 3 Material Identity Number: XX96-03521

U.S. Copyright Clearance Center Code: 0 7803 3371 3/96/\$5.00

Conference Title: IEEE/SEMI 1996 Advanced Semiconductor Manufacturing Conference and Workshop. Theme-Innovative Approaches to Growth in the Semiconductor Industry. ASMC 96 Proceedings

Conference Sponsor: Semiconductor Equipment and Mater. Int.; IEEE; IEEE Electron Devices Soc.; IEEE Components, Packaging & Manuf. Technol. Soc

Conference Date: 12-14 Nov. 1996 Conference Location: Cambridge, MA, USA

Language: English Document Type: Conference Paper (PA)

Treatment: Applications (A); Economic aspects (E); General, Review (G); Practical (P)

Abstract: In today's highly competitive: marketplace, working better, smarter, and more cost effectively is essential. The scrap created during manufacturing can either sharpen or diminish a company's competitive edge. Customers require that their **orders** be **delivered** on **time** with yield quality that either meets or exceeds specifications. In Hot **Process**, scrap and hold lots were becoming a very serious problem that affected the manufacturing team's performance, customers **orders**, and **delivery schedule**. To alleviate this problem, each project was directed to address its part of this critical defect issue. The Hot **Process** project with manufacturing production control, acting as an empowered self-directed group, formed a market-driven team for scrap which could help improve production yields and reduce defects. Issues identified by the team included the lack of a unified procedure for documenting scrap, wafer-handling concerns suggested by new and experienced operators, and how best to focus on single wafer scrap and the cause of that scrap, and its correction or prevention. This paper describes the team's plan (or unified assault) to increase yields by reducing defects and how a common accounting procedure was implemented to review existing departmental practices which could result in a common scrap procedure. Also addressed are the several wafer-handling issues which resulted in revised wafer-handling class that more adequately reflects the nature of today's defects and enhances operator understanding of the the underlying costs associated with how scrap affects yield. Finally, this paper discusses the measurement and reporting of our Hot **Process** scrap team's yield improvements and defect reductions at bimonthly meetings with management. (0 Refs)

Subfile: B C

Descriptors: economics; integrated circuit yield; materials handling; production control

Identifiers: scrap reduction; yield quality; hot **process**; hold lots; delivery **schedule**; critical defect issue; manufacturing production control; empowered self-directed group; market-driven team; production yields; wafer-handling concerns; accounting procedure

Class Codes: B0170E (Production facilities and engineering); B0170N (Reliability); B2570 (Semiconductor integrated circuits); C3350E (Control applications in the electronics industry); C7420 (Control engineering

computing)
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23/5/17 (Item 17 from file: 2)

DIALOG(R) File 2:INSPEC

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5502574 INSPEC Abstract Number: B9704-6150M-001, C9704-5640-001

Title: Slide-the key to polynomial end-to-end communication

Author(s): Afek, Y.; Awerbuch, B.; Gafni, E.; Mansour, Y.; Rosen, A.; Shavit, N.

Author Affiliation: Dept. of Comput. Sci., Tel Aviv Univ., Israel

Journal: Journal of Algorithms vol.22, no.1 p.158-86

Publisher: Academic Press,

Publication Date: Jan. 1997 Country of Publication: USA

CODEN: JOALDV ISSN: 0196-6774

SICI: 0196-6774(199701)22:1L.158:SPC;1-H

Material Identity Number: A733-97001

U.S. Copyright Clearance Center Code: 0196-6774/97/\$25.00

Language: English Document Type: Journal Paper (JP)

Treatment: Theoretical (T)

Abstract: We consider the basic task of of end-to-end communication in dynamic **networks** , that is, **delivery** in finite **time** of data **items** generated **on - line** by a sender, to a receiver, in **order** and without duplication or omission. A dynamic communication **network** is one in which links may repeatedly fail and recover. In such a network, though it is impossible to establish a communication path consisting of nonfailed links, reliable communication is possible, if there is no cut of permanently failed links between a sender and receiver. This paper presents the first polynomial complexity end-to-end communication protocol in dynamic networks. In the worst case the protocol sends $O(n/\sup 2/m)$ messages per data item delivered, where n and m are the number of processors and number of links in the network respectively. The centerpiece of our solution is the novel slide protocol, a simple and efficient method for delivering tokens across an unreliable network. Slide is the basis for several self-stabilizing protocols and load-balancing algorithms for dynamic networks that have subsequently appeared in the literature. We use our end-to-end protocol to derive a file-transfer protocol for sufficiently large files. The bit communication complexity of this protocol is $O(nD)$ bits, where D is the size in bits of the file. This file-transfer protocol yields an $O(n)$ amortized message complexity end-to-end protocol. (29 Refs)

Subfile: B C

Descriptors: communication complexity; computer communications software; protocols

Identifiers: end-to-end communication; dynamic networks; polynomial complexity; end-to-end communication protocol; slide; protocols; file-transfer protocol; communication complexity; message complexity

Class Codes: B6150M (Protocols); B6210L (Computer communications); C5640 (Protocols); C6155 (Computer communications software); C4240C (Computational complexity); C4230 (Switching theory)

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23/5/18 (Item 18 from file: 2)

DIALOG(R) File 2:INSPEC

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5325091 INSPEC Abstract Number: B9609-6210L-020, C9609-5630-001

Title: Effect of video server topology on contingency capacity requirements

Author(s): Kiensle, M.G.; Dan, A.; Sitaram, D.; Tetslaff, W.H.
Author Affiliation: IBM Thomas J. Watson Res. Center, Yorktown Heights,
NY, USA

Journal: Proceedings of the SPIE - The International Society for Optical
Engineering Conference Title: Proc. SPIE - Int. Soc. Opt. Eng. (USA)
vol.2667 p.320-7

Publisher: SPIE-Int. Soc. Opt. Eng,
Publication Date: 1996 Country of Publication: USA
CODEN: PSISDG ISSN: 0277-786X
SICI: 0277-786X(1996)2667L:320:EVST;1-R
Material Identity Number: C574-96130
U.S. Copyright Clearance Center Code: 0 8194 2041 7/96/\$6.00
Conference Title: Multimedia Computing and Networking 1996
Conference Sponsor: SPIE; Soc. Imaging Sci. & Technol
Conference Date: 29-31 Jan. 1996 Conference Location: San Jose, CA,
USA

Language: English Document Type: Conference Paper (PA); Journal Paper
(JP)

Treatment: Applications (A); Practical (P)

Abstract: Video servers need to **assign** a fixed set of resources to each
video stream in **order** to guarantee on- **time delivery** of the video
data. If a server has insufficient resources to guarantee the delivery, it
must reject the stream request rather than slowing down all existing
streams. Large scale video servers are being built as clusters of smaller
components, so as to be economical, scalable, and highly available. This
paper uses a blocking model developed for telephone systems to evaluate
video server cluster topologies. The goal is to achieve high utilisation of
the components and low per-stream cost combined with low blocking
probability and high user satisfaction. The analysis shows substantial
economies of scale achieved by larger server images. Simple distributed
server architectures can result in partitioning of resources with low
achievable resource utilization. By comparing achievable resource
utilization of partitioned and monolithic servers, we quantify the cost of
partitioning. Next, we present an architecture for a distributed server
system that avoids resource partitioning and results in highly efficient
server clusters. Finally, we show how, in these server clusters, further
optimisations can be achieved through caching and batching of video
streams. (21 Refs)

Subfile: B C

Descriptors: distributed **processing** ; multimedia systems; network
servers; real-time systems; videotelephony

Identifiers: video server topology; contingency capacity requirements;
on-time delivery; blocking model; telephone systems; cluster topologies;
low blocking probability; user satisfaction; distributed server
architectures; resource utilization; partitioning; distributed server
system; caching; batching

Class Codes: B6210L (Computer communications); B6210R (Multimedia
communications); B6430J (Applications of television systems); C5630 (
Networking equipment); C6130M (Multimedia); C6160S (Spatial and pictorial
databases); C5620 (Computer networks and techniques)

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23/5/19 (Item 19 from file: 2)

DIALOG(R)File 2:INSPEC

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5195637 INSPEC Abstract Number: C9604-0230-009

Title: The salad days of on-line shopping

Author(s): Greenstein, S.

Author Affiliation: Illinois Univ., Champaign, IL, USA

Journal: IEEE Micro vol.16, no.1 p.68-9
Publisher: IEEE,
Publication Date: Feb. 1996 Country of Publication: USA
CODEN: IEMIDZ ISSN: 0272-1732
SICI: 0272-1732(199602)16:1L:68:SDLS;1-N
Material Identity Number: A955-96002
U.S. Copyright Clearance Center Code: 0272-1732/96/\$5.00
Language: English Document Type: Journal Paper (JP)
Treatment: General, Review (G); Practical (P)

Abstract: I have seen the future of on-line shopping, and it is green. The logos are green. The sweaters are green. Two people walking abreast look like two peas in a pod. This may take some explaining. There are many competing visions of on-line shopping. The most down-to-earth version goes like this. **Consumers** use their modem to examine the merchandise on their computer screen, **order** the **goods**, pay for them **electronically**, and specify a convenient **delivery time** to their door-all for a low fee. In this paper a case study illustrates innovative computing and what makes it work. (0 Refs)

Subfile: C

Descriptors: social aspects of automation

Identifiers: online shopping; innovative computing

Class Codes: C0230 (Economic, social and political aspects of computing)

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23/5/20 (Item 20 from file: 2)

DIALOG(R)File 2:INSPEC

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5073182 INSPEC Abstract Number: A9521-2875-086

Title: Department of Energy Delivery Commitment Schedules for spent nuclear fuel

Author(s): Klose, M.C.; Cole, B.M.

Conference Title: High Level Radioactive Waste Management. Proceedings of the Fourth Annual International Conference Part vol.1 p.764-9 vol.1

Publisher: American Soc. Civil Eng, New York, NY, USA

Publication Date: 1993 Country of Publication: USA 2 vol.
(xxiii+ xvii+2157) pp.

ISBN: 0 87262 950 3

Conference Title: Proceedings of the Fourth Annual International Conference. High Level Radioactive Waste Management

Conference Sponsor: American Soc. Civil Eng.; ANS

Conference Date: 26-30 April 1993 Conference Location: Las Vegas, NV, USA

Language: English Document Type: Conference Paper (PA)

Treatment: Practical (P)

Abstract: The Delivery Commitment **Schedule** (DCS) provides purchasers with the opportunity to inform the Department of Energy (DOE) of their plans for utilizing their allocations of the projected spent nuclear fuel (SNF) acceptance capacity. This information will assist DOE in meeting its contractual waste acceptance responsibilities and in developing the Civilian Radioactive Waste Management System (CRWMS). 63 months prior to the **delivery date**, **purchasers** submit a DCS(s) to designate: the range of discharge dates of the SNF the **purchaser** desires to **deliver**, the fuel type, the type of transport cask required, the preferred shipping mode, and the particular site from which the purchaser desires to deliver in the particular delivery year. The actual number of DCSs submitted by a purchaser may vary according to the number of allocations they have and the number of DCSs they choose to submit for each allocation. Once a purchaser submits a DCS, DOE will approve or disapprove the DCS within three months

of receipt. The approved DCSs are used by DOE to assist in determining the baseline mix of truck and rail transportation casks. This paper delineates the DCS submittal **process** as well as the DCSs received to date along with their **status** and associated DOE commitments. (3 Refs)

Subfile: A

Descriptors: nuclear materials packaging; nuclear materials transportation; radioactive waste

Identifiers: spent nuclear fuel; Delivery Commitment **Schedule** ; Department of Energy; waste acceptance; Civilian Radioactive Waste Management System; CRWMS; transport cask; DOE

Class Codes: A2875 (Radioactive waste, transportation, disposal, storage, treatment)

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23/5/21 (Item 21 from file: 2)

DIALOG(R)File 2:INSPEC

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5034339

Title: Sears Canada on forecasts: let the manufacturer do it

Journal: Chain Store Age vol.71, no.8 p.44, 46, 48

Publication Date: Aug. 1995 Country of Publication: USA

CODEN: CSAGAW ISSN: 0193-1199

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: Through Quick Response, Sears Canada has shifted the burdens of forecasting to its suppliers. When a **customer** in a store decides to buy a Whirlpool dishwasher, for example, the sales associate connects **on line** to Whirlpool via the point-of-**sale** terminal to confirm the availability of the **item**. The associate then places the **order** (via EDI) and commits to a fast and firm **delivery date**. Whirlpool then sends an ASN and ships the next day. The product is cross-docked at a Sears warehouse and optimized on an outbound home-delivery route. (0 Refs)

Subfile: D

Descriptors: electronic data interchange; retailing; stock control

Identifiers: Sears Canada; Quick Response; forecasting; suppliers; EDI; availability

Class Codes: D2140 (Marketing, retailing and distribution)

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23/5/22 (Item 22 from file: 2)

DIALOG(R)File 2:INSPEC

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4989810 INSPEC Abstract Number: B9508-8370-026, C9508-3350Z-006

Title: A production control system for circuit breakers and earth leakage circuit breakers

Author(s): Terasawa, M.; Umemoto, N.; Kimura, Y.; Hirakawa, T.; Ando, Y.

Journal: Mitsubishi Denki Giho vol.69, no.4 p.55-9

Publication Date: 1995 Country of Publication: Japan

CODEN: MTDNAF ISSN: 0369-2302

Language: Japanese Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: To meet market demand for lower cost and earlier delivery, the authors introduced a production control system for circuit breakers and earth leakage circuit breakers that combines an online sales system for placing and filling orders with an automatic manufacturing line. A production **schedule** is generated automatically each day. Inventory and

progress information are used to control parts-kit preparation, fabrication and deliveries. The system raises productivity and can respond to new **orders** with an immediate **delivery date** . (6 Refs)

Subfile: B C

Descriptors: circuit breakers; production control; residual current devices; stock control

Identifiers: production control system; circuit breakers; earth leakage circuit breakers; online sales system; automatic manufacturing line; production **schedule** ; inventory information; parts-kit preparation control ; fabrication control; deliveries control; productivity improvement

Class Codes: B8370 (Switchgear); B8140C (Protection apparatus); B0170 (Project and production engineering); C3350Z (Control applications in other industries); C7420 (Control engineering computing); C7480 (Production engineering computing); C7160 (Manufacturing and industrial administration)

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23/5/23 (Item 23 from file: 2)

DIALOG(R)File 2:INSPEC

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4891506 INSPEC Abstract Number: C9504-1290F-048

Title: A practical approach for integrated order and production scheduling problems

Author(s): Guandong Liu; Luh, P.B.

Author Affiliation: Dept. of Electr. & Syst. Eng., Connecticut Univ., Storrs, CT, USA

Conference Title: Proceedings of the Fourth International Conference on Computer Integrated Manufacturing and Automation Technology p.100-5

Publisher: IEEE Comput. Soc. Press, Los Alamitos, CA, USA

Publication Date: 1994 Country of Publication: USA xiii+463 pp.

ISBN: 0 8186 6510 6

U.S. Copyright Clearance Center Code: 0 8186 6510 6/94/\$4.00

Conference Title: Proceedings of the Fourth International Conference on Computer Integrated Manufacturing and Automation Technology

Conference Sponsor: New York State Center for Adv. Technol. Robotics & Autom. Rensselaer Polytech. Inst.; IEEE Robotics & Autom. Soc.; ASME Mater. Handling Eng. Div.; Connecticut State Adv. Technol. Center for Precision Manuf

Conference Date: 10-12 Oct. 1994 Conference Location: Troy, NY, USA

Language: English Document Type: Conference Paper (PA)

Treatment: Practical (P); Theoretical (T)

Abstract: Many commercial manufacturers sell products to end users through retail dealers, referred to as customers. With limited manufacturing capacity and long lead times for raw materials, a manufacturer may not be able to fully **deliver** customer **orders** on **time** . Determining when to **deliver** and what quantities to **deliver** is the "**order scheduling**" problem. Ideally, **order scheduling** should be coupled with shop production **scheduling** . In view of the complexity of manufacturing environments, however, they are usually treated separately, leading to poor system performance. In this paper, the integrated order and production **scheduling** is considered for a simplified flowshop where the bottleneck is at the first **stage** of production, and the arrivals of raw materials are assumed to be given. A separable problem formulation is presented, and the problem, is solved by using the Lagrangian relaxation technique. Subproblems are solved by enumeration, and the Lagrange multipliers are updated at the high level by using the facet ascending algorithm. The algorithm is currently under implementation. This method has the potential to efficiently generate near optimal **schedules** with

quantifiable quality. (12 Refs)

Subfile: C

Descriptors: minimisation; production control; relaxation theory; stock control

Identifiers: integrated order/production **scheduling** problems; manufacturing environments; flowshop; raw materials; separable problem formulation; Lagrangian relaxation technique; Lagrange multipliers; facet ascending algorithm; near optimal **schedules**

Class Codes: C1290F (Systems theory applications in industry); C1180 (Optimisation techniques)

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23/5/24 (Item 24 from file: 2)

DIALOG(R) File 2:INSPEC

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4740046 INSPEC Abstract Number: C9410-7480-010

Title: Lot making system by constraint relaxation

Author(s): Matsuda, K.; Nose, K.; Yuzurihara, T.

Author Affiliation: Electron. Res. Lab., Kobe Steel Ltd., Japan

Journal: Transactions of the Society of Instrument and Control Engineers
vol.30, no.4 p.452-9

Publication Date: April 1994 Country of Publication: Japan

CODEN: TSICA9 ISSN: 0453-4654

Language: Japanese Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: This paper discusses the solution method for a lot making problem. The developed system makes **automatic** lot making possible by using a constraint relaxation method for **order** specification and **delivery time** under conditions of diversification of **product** types and decrease in **order** size. This constraint relaxation is realized by developing a rule interpretation function. This constraint relaxation method for lot making problem is useful in having the following functions.
(1) Setting of lot making constraints to meet management goals (2) Ease of setting constraints for even nonexperts in lot making (3) Robustness to change of product types. Applying the system to the actual plant can reduce lot making time and improve delivery time. (5 Refs)

Subfile: C

Descriptors: constraint handling; knowledge based systems; manufacturing data processing; production control

Identifiers: lot making system; constraint relaxation; rule interpretation function; product type diversification

Class Codes: C7480 (Production engineering); C7160 (Manufacturing and industry); C6170 (Expert systems)

23/5/25 (Item 25 from file: 2)

DIALOG(R) File 2:INSPEC

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4496502 INSPEC Abstract Number: C9311-4240-050

Title: Minimizing the number of late tasks with error constraint

Author(s): Leung, J.Y.-T.; Wong, C.S.

Author Affiliation: Comput. Sci. Program, Texas Univ., Dallas, TX, USA

Journal: Information and Computation vol.106, no.1 p.83-108

Publication Date: Sept. 1993 Country of Publication: USA

CODEN: INFCEC ISSN: 0890-5401

U.S. Copyright Clearance Center Code: 0890-5401/93/\$5.00

Language: English Document Type: Journal Paper (JP)

Treatment: Theoretical (T)

Abstract: The problem of minimizing the number of late tasks in the imprecise computation model is considered. Each task consists of two subtasks, mandatory and optional. A task is said to be on-time if its mandatory part is completed by its deadline; otherwise, it is said to be late. An on-time task incurs an error if its optional part is not completed by its deadline, and the error is simply the execution time of the unfinished portion. The authors consider the problem of finding a preemptive **schedule** for a set of tasks on $p \geq 1$ identical **processors**, such that the number of on-time tasks is maximized (or equivalently, the number of late tasks is minimized), and the total error of the on-time tasks is no more than a given threshold K . Such a **schedule** is called an optimal **schedule**. It is shown that the problem of finding an optimal **schedule** is NP-hard for each fixed $p \geq 1$, even if all tasks have the same **ready time** and the same deadline. Motivated by the complexity of the problem, the authors consider the case of a single **processor** and a set of tasks with oppositely **ordered ready times** and deadlines. They give a pseudo-polynomial time algorithm and a fast heuristic for this special case. The heuristic is shown to have an asymptotic worst-case ratio of 3. Finally, the authors give a polynomial time algorithm for a set of tasks with oppositely ordered ready times and deadlines, and similarly ordered mandatory execution times and total execution times. (18 Refs)

Subfile: C

Descriptors: computational complexity; multiprocessing systems;
scheduling

Identifiers: late tasks; error constraint; imprecise computation model;
preemptive **schedule**; optimal **schedule**; NP-hard; complexity;
pseudo-polynomial time algorithm; polynomial time algorithm

Class Codes: C4240 (Programming and algorithm theory); C6150N (
Distributed systems)

23/5/26 (Item 26 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2004 Institution of Electrical Engineers. All rts. reserv.

04226720

Title: Production line 'ballet' (steel industry)

Author(s): Bartholomew, D.

Journal: InformationWEEK no.383 p.22

Publication Date: 20 July 1992 Country of Publication: USA

CODEN: INFWE4 ISSN: 8750-6874

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: **Scheduling** the flow of materials across a myriad of production lines has always been a major headache for the steel industry. Now Timken Steel, the steel pipe and bar manufacturing division of bearing maker Timken Corp., thinks it may have found a solution. Called synchronous flow manufacturing, the Timken method uses interactive **scheduling** software that matches existing plant floor activity and new orders to update production **schedules**. The goal at Timken is to reduce work-in-progress inventory by half. The division is also aiming at reducing order-to-delivery time from six to two weeks. (0 Refs)

Subfile: D

Descriptors: interactive systems; production control; **scheduling**; steel industry; stock control

Identifiers: production lines; steel industry; Timken Steel; pipe; bar; manufacturing; synchronous flow manufacturing; interactive **scheduling** software; plant floor; production **schedules**; inventory

Class Codes: D2070 (Industrial and manufacturing)

23/5/27 (Item 27 from file: 2)

DIALOG(R) File 2:INSPEC

(c) 2004 Institution of Electrical Engineers. All rts. reserv.

03742141 INSPEC Abstract Number: B90071332, C90064120

Title: Polynomial end-to-end communication

Author(s): Awerbuch, B.; Mansour, Y.; Shavit, N.

Author Affiliation: Dept. of Math., MIT, Cambridge, MA, USA

Conference Title: 30th Annual Symposium on Foundations of Computer Science (Cat. No.89CH2808-4) p.358-63

Publisher: IEEE Comput. Soc. Press, Los Alamitos, CA, USA

Publication Date: 1989 Country of Publication: USA xvii+632 pp.

ISBN: 0 8186 1982 1

U.S. Copyright Clearance Center Code: CH2806-8/89/0000-0358\$01.00

Conference Sponsor: IEEE

Conference Date: 30 Oct.-1 Nov. 1989 Conference Location: Research Triangle Park, NC, USA

Language: English Document Type: Conference Paper (PA)

Treatment: Theoretical (T)

Abstract: A dynamic communication network is one in which links may repeatedly fail and recover. In such a network, although it is impossible to establish a path of unfailed links, reliable communication is possible if there is no cut of permanently failed links between a sender and receiver. The authors consider for such a network the basic task of end-to-end communication, that is, **delivery** in finite **time** of data **items** generated **online** at the sender, to the receiver, in **order** and without duplication or omission. The best known previous solutions to this problem had exponential complexity. Moreover, it has been conjectured that a polynomial solution is impossible. The authors disprove this conjecture, presenting the first polynomial end-to-end protocol. The protocol uses methods adopted from shared-memory algorithms and introduces novel techniques for fast load balancing in communication networks. (21 Refs)

Subfile: B C

Descriptors: computational complexity; protocols; telecommunication networks

Identifiers: dynamic communication network; reliable communication; end-to-end communication; exponential complexity; end-to-end protocol; shared-memory algorithms; fast load balancing

Class Codes: B6150 (Communication switching theory); C5620 (Computer networks and techniques)

23/5/28 (Item 28 from file: 2)

DIALOG(R) File 2:INSPEC

(c) 2004 Institution of Electrical Engineers. All rts. reserv.

03248875 INSPEC Abstract Number: C88061751

Title: Flux piloting in an automated stocking area

Author(s): Husset, R.

Author Affiliation: Ouroumoff & Associates, Paris, France

Conference Title: Moyens d'Automatisation dans les Industries Manufacturieres: Convention Automatique Productique 1986 (Automation in Manufacturing Industry: Automatic Production Conference 1986) p.251-4

Publisher: GIIPRA, Paris, France

Publication Date: May 1986 Country of Publication: France xxii+293 pp.

Conference Date: 28-30 May 1986 Conference Location: Paris, France

Language: French Document Type: Conference Paper (PA)

Treatment: Practical (P)

Abstract: The computerized control of an automated warehouse is very similar in some ways to that of a flexible production unit. There is flexibility in the characteristics of the objects manipulated (pallets, products, etc.), the availability of resources (racks, trucks, automated warehouse space, etc.), the **user** constraints, which may vary during the day (**delivery hours** , available people, etc.), and the ability, in case of equipment failure, to fulfill any major function (spare parts on site, system reconfiguration, etc.). As a consequence, the initial design phase of such a system is the main one. This phase must involve the final **user** , the logistics manager and the computer system designer. Such a system is generally based on a 3-level architecture (general **orders** and stock management system, warehouse control system, and **automated equipment**). Rules are given for the development of such an architecture, in order to fulfill performance, security and availability objectives as defined by the final **user** . (0 Refs)

Subfile: C

Descriptors: warehouse automation

Identifiers: flux piloting; resource availability; ordering; automated stocking area; computerized control; automated warehouse; flexibility; **user** constraints; logistics manager; computer system designer; 3-level architecture; stock management system; automated equipment

Class Codes: C3320 (Materials handling); C7420 (Control engineering); C7160 (Manufacturing and industry)

23/5/29 (Item 29 from file: 2)

DIALOG(R) File 2:INSPEC

(c) 2004 Institution of Electrical Engineers. All rts. reserv.

03154828 INSPEC Abstract Number: B88038926, C88034091

Title: Low volume using high production volume equipment (printed circuits)

Author(s): Welker, D.

Author Affiliation: Westinghouse Autom. Div., Pittsburgh, PA, USA

Journal: Printed Circuit Assembly vol.2, no.2 p.6-10

Publication Date: Feb. 1988 **Country of Publication:** USA

Language: English **Document Type:** Journal Paper (JP)

Treatment: Applications (A); Practical (P)

Abstract: Electronics manufacturing firms in the US have become increasingly aware of the need to reduce cycle time and to increase **product** quality in **order** to remain competitive in world markets.

Automation of assembly processes and utilization of just-in-time (JIT) production techniques are two viable methods of achieving this goal. Westinghouse Corp. (Pittsburgh, PA) has employed both techniques to achieve dramatic results. To improve on- **time delivery** and **customer** satisfaction, JIT manufacturing techniques were incorporated into the Westinghouse manufacturing philosophy. By modifying equipment utilization and production philosophy, Westinghouse has blended automated insertion equipment into their high mix, low volume production. In addition, they have nearly eliminated machine setup time to help bridge the gap between standard manufacturing and JIT production. In an industry geared to relatively few board styles with high volumes, this has been a significant challenge. (0 Refs)

Subfile: B C

Descriptors: assembling; electronic engineering computing; manufacturing computer control; printed circuit manufacture

Identifiers: just-in-time production technique; assembly process automation; printed circuit; cycle time; product quality; JIT manufacturing techniques; automated insertion equipment; machine setup time

Class Codes: B0170E (Production facilities and engineering); B2210D (

Printed circuit manufacture); C3355F (Assembling); C7410D (Electronic engineering); C7420 (Control engineering)

23/5/30 (Item 30 from file: 2)

DIALOG(R) File 2:INSPEC

(c) 2004 Institution of Electrical Engineers. All rts. reserv.

02983828 INSPEC Abstract Number: D87002592

Title: Keeping track of distribution

Journal: Industrial Computing no.11 p.36-7

Publication Date: Feb. 1987 Country of Publication: UK

CODEN: INDCE2 ISSN: 0268-7860

Language: English Document Type: Journal Paper (JP)

Treatment: Applications (A); General, Review (G)

Abstract: The use of computer-integrated distribution systems can help solve the problems of matching product supply with demand. WH Smith, the newspaper and magazine wholesaler, operates a massive distribution network, utilising between 60 and 70 Vax minicomputers stretched across 90 warehouses. Birds Eye, the UK's largest supplier of frozen foods, has seven computerised telesales and distribution outlets around the UK, each equipped with two Vax 7/80 or 7/85 minicomputers. The system handles 1500 orders a day and **customers** are promised 24- **hour delivery** lead times. MFI, the manufacturer of flatpack furniture kits, operates an **automatic** replenishment system. Unexpectedly high demand for certain **goods** is recognized by the computers as the **orders** come in. Because the order system is linked to distribution, MFI directors can watch overall sales on an hour-to-hour basis. (0 Refs)

Subfile: D

Descriptors: distributive data processing

Identifiers: computer-integrated distribution; WH Smith; distribution network; Vax minicomputers; Birds Eye; computerised telesales; MFI; automatic replenishment system

Class Codes: D2140 (Marketing, retailing and distribution)

23/5/31 (Item 31 from file: 2)

DIALOG(R) File 2:INSPEC

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00075921 INSPEC Abstract Number: B69025549, C69012406

Title: Computer prevents overbooking-holds schedules

Author(s): Wellener, P.L.

Author Affiliation: A. Chalmers, Pittsburgh, PA, USA

Journal: Electric Light and Power vol.47, no.7 p.132-4

Publication Date: July 1969 Country of Publication: USA

CODEN: ELLPAJ ISSN: 0013-4120

Language: English Document Type: Journal Paper (JP)

Abstract: Describes how computer control integrated into every phase of distribution transformer production on assembly line matches production **schedules** and **orders** for no- **time deliveries**.

Subfile: B C

Descriptors: computer applications; distributive administrative data **processing**; electrical engineering applications of computers; manufacturing administrative data **processing**; production; transformers

Class Codes: B0170C (Project and design engineering); B8350 (Transformers and reactors); C7160 (Manufacturing and industry)

23/5/32 (Item 1 from file: 35)

DIALOG(R)File 35:Dissertation Abs Online
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01839461 ORDER NO: AADAA-I3016590

Control of supply chain systems by kanban mechanism

Author: Wang, Shaojun

Degree: Ph.D.

Year: 2001

Corporate Source/Institution: Louisiana State University and
Agricultural & Mechanical College (0107)

Director: Bhaba R. Sarker

Source: VOLUME 62/06-B OF DISSERTATION ABSTRACTS INTERNATIONAL.
PAGE 2903. 180 PAGES

Descriptors: ENGINEERING, INDUSTRIAL ; OPERATIONS RESEARCH

Descriptor Codes: 0546; 0796

ISBN: 0-493-27301-8

This research studies the control mechanism of a supply chain system to operate it efficiently and economically under the just-in-time (JIT) philosophy. To implement a JIT system, kanbans are employed to link different plants' production **processes** in a supply pipeline. Supply chain models may be categorized into single- **stage** , multi- **stage** , and assembly-line types of production systems. In order to operate efficiently and economically, the number of kanbans, the manufacturing batch size, the number of batches, and the total quantity over one period are determined optimally for these types of supply chains. The kanban operation at each **stage** is **scheduled** to minimize the total cost in the synchronized logistics of the supply chain.

It is difficult to develop a generalized mathematical model for a supply chain system that incorporates all its salient features. This research employs two basic models to describe the supply chain system: a mathematical programming model to minimize the supply chain inventory system cost and a queuing model to configure the kanban logistic operations in the supply pipeline. A supply chain inventory system is modeled as a mixed-integer nonlinear programming (MINLP) that is difficult to solve optimally for a large instance. A branch-and-bound (B&B) method is devised for all versions of it to solve the MINLP problems. From the solution of MINLP, the number of batches in each **stage** and the total quantity of products are obtained. Next, the number of kanbans that are needed to deliver the batches between two adjacent **stages** is determined from the results of the MINLP, and kanban operations are fixed to efficiently **schedule** the dispatches of work-in- **process** .

The new solutions result in a new line configuration as to the number and size of kanbans that led to simpler dispatch **schedules** , better material handling, reduction in WIP and **delivery time** , and enhancement of the overall productivity. These models can help a manager respond quickly to consumers' need, determine the right policies to **order** the raw material and **deliver** the finished goods, and manage the operations efficiently both within and between the plants.

23/5/33 (Item 2 from file: 35)

DIALOG(R)File 35:Dissertation Abs Online
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01674100 ORDER NO: AAD99-10280

**A TWO- STAGE DECOMPOSITION OF THE LOT-TO-ORDER MATCHING PROBLEM
(INVENTORY, CUSTOMER ORDERS)**

Author: KNUTSON, KRAIG

Degree: PH.D.

Year: 1998
Corporate Source/Institution: ARIZONA STATE UNIVERSITY (0010)
Adviser: JOHN W. FOWLER
Source: VOLUME 59/10-B OF DISSERTATION ABSTRACTS INTERNATIONAL.
PAGE 5523. 179 PAGES
Descriptors: ENGINEERING, INDUSTRIAL ; OPERATIONS RESEARCH
Descriptor Codes: 0546; 0796

This research is motivated by the problem of **assigning** semiconductor fabrication wafer lots to customer orders of various sizes. Inefficiently **assigning** lots to the customer orders prior to the final assembly and test **process** can have a severe impact on the company's profits because of the high cost of materials consumed in this **process** and the potential for producing large amounts of excess inventory.

The goal of this research is to develop a method for deciding, on a given day, which orders to fill and the **assignment** of available lots to orders. This decision should be made in order to effectively utilize the capacity of the assembly/test facility, to minimize "wasted" product, i.e., excess product in partially consumed lots that must be sent to a storage facility, and to maximize on- **time delivery** of customer **orders**.

This problem can be formulated as an integer program with a nonlinear objective and nonlinear constraints. However, it is well known that such integer programs are intractable. Because of the complexity of this formulation, the problem is decomposed into two integer linear programs and then solved in sequence using heuristic methods. The two subproblems in this decomposition are the choice of orders to be filled given a capacity constrained factory, followed by the filling of these orders by available lots. The solution to the first problem is therefore used as data in the second problem.

In this dissertation, the problem and its formulation are described, focusing primarily on a heuristic solution for the second **stage** of the two- **stage** decomposition. The performance of the heuristic is analyzed using a representative data set. Based on this analysis, it is shown that this greedy heuristic performs significantly better than current practice. Finally, an indication of future research is provided.

23/5/34 (Item 3 from file: 35)
DIALOG(R)File 35:Dissertation Abs Online
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01612874 ORDER NO: AAD98-13293
**AN INVESTIGATION OF NON-COMPENSATORY DECISION STRATEGIES UTILIZED IN
TRANSPORTATION CARRIER SELECTION FOR OUTBOUND SURFACE SHIPMENTS OF GENERAL
COMMODITY FREIGHT**

Author: KUCUKARSLAN, IBRAHIM OMER
Degree: PH.D.
Year: 1997
Corporate Source/Institution: THE OHIO STATE UNIVERSITY (0168)
Adviser: MARTHA C. COOPER
Source: VOLUME 58/10-A OF DISSERTATION ABSTRACTS INTERNATIONAL.
PAGE 3992. 247 PAGES
Descriptors: BUSINESS ADMINISTRATION, MANAGEMENT ; TRANSPORTATION
Descriptor Codes: 0454; 0709

The primary objective of this study was to gain further insight into the decision strategies used by shippers to select transportation services providers and in particular, to verify the idea that transportation carrier selection criteria importance is a multidimensional concept. The results indicate that shippers utilize a combination strategy of non-compensatory

and compensatory decision rules to initially set minimally acceptable levels of performance for carrier selection criteria (i.e., freight rates, delivery time variability, ..., etc.), then make specific cost/service trade-offs among the remaining acceptable levels of cost/service to arrive at a decision. Presently, there is very little research in either the logistics or transportation literature that has examined the decision strategies employed by individual managers.

The reason for this research was an outgrowth of everyday experience; namely, the belief that consumers consistently use decision rules (non-compensatory decision strategies) to simplify their decision-making **process**. For example, when purchasing a new vehicle there are several million options to choose from. If the consumer were to use a purely compensatory decision strategy to arrive at a choice, he/she would have to make specific trade-offs between millions alternative vehicles. Everyday experience tells us that, it is not the way a "rational" consumer buys a car. Most consumers restrict the set of alternatives to a manageable size, for example, automatic transmission, moderate to excellent gas mileage, moderate to excellent reliability, then make specific trade-offs among the remaining alternatives, i.e., sacrificing a little quality for a greater price discount, or choosing a bigger engine at the expense of lower gas mileage. The results of this research indicate that shippers use similar decision strategies in carrier selection and the implications it may have on carrier selection were further explored.

If only a compensatory measure of carrier selection criteria is assumed by the carrier, the results of this research indicate that the carrier may not be allocating its resources in the most efficient manner. Based on the results of this study, if the carrier allocates resources in a manner that is congruent with the relative value or utility dimension of criteria importance, which indicated that on-time delivery was the most valued criteria, it would be underestimating the importance the shipper places on loss & damage, which was the factor with the highest cutoff severity value. Thus, the carrier might upgrade its information systems, purchase more tractors, optimize its routing and **scheduling**, in order to improve on- **time delivery**, but at the same time, may be neglecting to improve its loss and damage performance to a level that would meet shippers' minimally acceptable performance standards.

23/5/35 (Item 4 from file: 35)

DIALOG(R)File 35:Dissertation Abs Online
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01413854 ORDER NO: AADAA-I9516925

SCHEDULING , PRICING AND DUE DATES IN A DYNAMIC JOB SHOP

Author: TOOMRE, ERIK

Degree: PH.D.

Year: 1995

Corporate Source/Institution: STANFORD UNIVERSITY (0212)

Adviser: MARGARET L. BRANDEAU

Source: VOLUME 56/01-B OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 451. 100 PAGES

Descriptors: ENGINEERING, INDUSTRIAL

Descriptor Codes: 0546

This dissertation considers a class of problems in which a capacity-constrained job shop works to honor its due date commitments. We assume that order **processing** times are stochastic, and we ignore machine breakdowns. The analysis can be divided into two broad categories: first, we investigate how much the on- **time delivery** of **orders** can be improved as a result of better sequencing and **scheduling** policies within the shop; second, we investigate how the shop's profitability can be

improved by better price and due date commitments.

In the first formulation, we develop a new approach for measuring the flexibility (robustness) of job-shop **schedules** and we use this method to find a **schedule** that evolves acceptably when constant **schedule** revision is required by the dynamics of the factory.

In the second part of our analysis, we present several models of increasing complexity, with numerical examples provided throughout. We begin with all customers ordering a single product and we quote prices and due dates without considering the shop's backlog of work. Although this problem is not guaranteed to be concave in the price or due date, we show how the problem can be transformed into a one-dimensional problem (expressed in terms of the workload) and we present efficient optimal algorithms for this problem and its multiple-product extension. We then consider the capacity expansion problem that the job shop faces in the longer term. We conclude with a single product model in which the prices and due dates quoted to potential customers are based on the shop's backlog of work. We show that finding the optimal solution is difficult but that the shop's expected profit is always higher when the backlog is considered.

23/5/36 (Item 1 from file: 99)

DIALOG(R)File 99:Wilson Appl. Sci & Tech Abs
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2550621 H.W. WILSON RECORD NUMBER: BAST01040956

Metal fabricator uses Web-enabled industrial PC to compete with "the big boys"

DeCamp, Bill;

Control Solutions v. 74 no3 (Mar. 2001) p. 30-1

DOCUMENT TYPE: Feature Article ISSN: 1532-1274 LANGUAGE: English

RECORD STATUS: Corrected or revised record

ABSTRACT: Part of a special section on industrial PCs. Radiant Techworks, an Ohio-based metal fabricator, has adopted web-enabled industrial PCs to compete with bigger companies. Following recent control system upgrades, a Radiant Techworks' **customer** can use the Internet to access production data from a Radiant Techworks robot or any other **web-enabled equipment**. With a standard **web-browser**, a **customer** can review outstanding **purchase orders**, real-**time** production status, and **delivery** information. Radiant Techworks is able to improve the efficiency of its overall supply chain by making use of such real-time production data.

DESCRIPTORS: Real time control; Web servers; Industrial engineering software;

23/5/37 (Item 2 from file: 99)

DIALOG(R)File 99:Wilson Appl. Sci & Tech Abs
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2312090 H.W. WILSON RECORD NUMBER: BAST01023677

Reverse auctions are risky models for buying custom parts

Kenczyk, Mark;

Machine Design v. 73 no6 (Mar. 22 2001) p. 148

DOCUMENT TYPE: Feature Article ISSN: 0024-9114 LANGUAGE: English

RECORD STATUS: Corrected or revised record

ABSTRACT: The writer discusses the use of reverse auctions on the **Internet** to sourcing custom parts. In a reverse auction, a **purchaser** posts a description of what **products** or services are required and the

lowest bidder wins the right to supply the item. However, for custom parts, criteria such as quality, technical ability of the supplier, lead **time** , **delivery** arrangements, and payment terms are as important as the price. With a direct relationship between supplier and **purchaser** , other benefits are gained such as referrals, special discounts, favorable payment terms, and priority for rush jobs. **Internet** reverse auctions are good for standard commodity **purchases** , but care should be exercised when **buying** nonstandard **items** .

DESCRIPTORS: Electronic shopping; Internet auctions;

23/5/38 (Item 3 from file: 99)

DIALOG(R)File 99:Wilson Appl. Sci & Tech Abs
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1967046 H.W. WILSON RECORD NUMBER: BAST96001263

Packaging company schedules its way to success

IIE Solutions v. 27 (Nov. 1995) p. 61-2

DOCUMENT TYPE: Feature Article ISSN: 1085-1259 LANGUAGE: English

RECORD STATUS: Corrected or revised record

ABSTRACT: A finite capacity **scheduling** software package, developed by Waterloo Manufacturing Software of Twinsburg, Ohio, has been successfully applied to Package Products Inc., which was experiencing internal capacity and management constraints. TACTIC, The **Scheduler** 's Assistant was used to interact with data and to maintain the **scheduler** 's awareness of information driving the **schedules** , thereby allowing unforeseen occurrences on the shop floor and frequent changes in customer demand to be rapidly identified and sorted. The company was able to cut overtime, improve on- **time delivery** , decrease back **orders** , and provide customers with immediate updates on the **status** of their orders.

DESCRIPTORS: Paper boxes--Manufacture; Paper board--Folding; Finite capacity **scheduling** ;

23/5/39 (Item 4 from file: 99)

DIALOG(R)File 99:Wilson Appl. Sci & Tech Abs
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1860091 H.W. WILSON RECORD NUMBER: BAST94034868

Zigging and zagging down the information superhighway

Material Handling Engineering v. 49 (May '94) p. 40-1

DOCUMENT TYPE: Feature Article ISSN: 0025-5262 LANGUAGE: English

RECORD STATUS: Corrected or revised record

ABSTRACT: Part of a special section on factory **automation** . St. Onge Company president Art St. Onge predicts that the **order** -to-delivery cycle for the very best **consumer products** companies will average 2.9 days in 1995. This will have profound effects on manufacturing, distribution, and logistics, all as a result of the introduction of the Information Superhighway. Increasingly short order cycle times will demand good material flow and advanced material handling techniques and information systems technology. According to St. Onge, the Use Point Manager (UPM) is the best concept for integrating all the manufacturing resources needed to attain shorter order-to- **delivery time** . The UPM technique consists of a material handling and delivery system specifically configured to link all resources with material just when needed.

DESCRIPTORS: Internet; Enterprise resource planning;

23/5/40 (Item 5 from file: 99)

DIALOG(R)File 99:Wilson Appl. Sci & Tech Abs
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1517506 H.W. WILSON RECORD NUMBER: BAST96012277

Distribution: the next battle ground

Keller, Maryann;

Automotive Industries v. 176 (Feb. '96) p. 17

DOCUMENT TYPE: Feature Article ISSN: 0273-656X LANGUAGE: English

RECORD STATUS: Corrected or revised record

ABSTRACT: Everyone in the auto industry concurs that the current retail distribution system has to change. Among other reasons, today's system requires more than two months between **order** and **delivery**. The large **time** lapse to **delivery** means that changes in volume or mix cannot be accommodated rapidly. Sales are lost if demand estimates by the dealer/auto company are wrong, and incentives are then required to clear out dealer stock. Moreover, two to three months between **order** and **delivery** leads to high in-**process** inventory. By reducing **time** between **order** and **delivery**, parts production and vehicle assembly **schedules** would mirror true demand. Marketing costs would be lower, and dealers would have lower stocks and reduce floor planning expenses. The automaker that creates the maximum competitive advantage in distribution will be the one with the shortest period between the **order** and **delivery time**.

DESCRIPTORS: Automobile sales buildings; Dealer relations; Automobiles--Marketing;

23/5/41 (Item 6 from file: 99)

DIALOG(R)File 99:Wilson Appl. Sci & Tech Abs
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1238863 H.W. WILSON RECORD NUMBER: BAST95034453

Auxiliary equipment 2000

Sherman, Lilli Manolis;

Plastics Technology v. 40 (Oct. '94) p. 34-9

DOCUMENT TYPE: Feature Article ISSN: 0032-1257 LANGUAGE: English

RECORD STATUS: New record

ABSTRACT: Wireless communications and novel energy sources will soon be available to materials-handling, size-reduction, and mold-cooling auxiliaries. In the next few years, some of the most dramatic changes will involve communications both inside and outside a plant. Future conveying systems will communicate materials-usage information to a central plant computer, updating inventory data and enabling the plant's purchasing department to **electronically** dispatch or modify **orders** for just-in-**time delivery**. Some changes in auxiliary **equipment** by the year 2000 will simply be the result of the ongoing refinement of existing technologies. Incremental improvements will produce equipment that will adapt much better to quick material changes. The design of future auxiliary equipment will also be influenced by the increased use of post-**consumer** recycled plastics.

DESCRIPTORS: Factory communication; Plastics processing plants--Equipment; Pneumatic conveying;

23/5/42 (Item 1 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.
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00618023 01IT01-003

Moreover fills the news gap, inks deal with Inktomi

Tripp, Tim

Information Today , January 1, 2001 , v18 n1 p1, 62, 2 Page(s)

ISSN: 8755-6286

Company Name: Inktomi; Moreover.com

URL: <http://www.moreover.com> <http://www.moreover.com>

Product Name: Search Solutions; Business Intelligence Solution;
Dynamic Web Database
Languages: English

Document Type: Product Announcement

Geographic Location: United States

Announces that Moreover, Inc. of San Francisco, CA has unveiled its new Business Intelligence Solution (\$30,000) which it claims will **deliver** real- **time** , targeted, and customizable news to organizations willing to pay for it. Relates that Moreover, a provider of dynamic news-search technology, has targeted about 2,200 high-quality Web sites, message, boards, and discussion groups. Adds that because the service provides only links to information posted on the Web, there is no worry about having to pay licensing costs for content. Also announces that Inktomi Corp., a developer of scalable Internet infrastructure software and one of the largest search engines on the Internet, has licensed Moreover's Dynamic **Web** Database to incorporate into its Search Solutions **product** in **order** to enhance its news-search capabilities for its **customers** . (KMD)

Descriptors: Electronic News; Corporate Alliances; Electronic Publishing; Web Sites; Online Searching; Search Engines; Information Services

Identifiers: Search Solutions; Business Intelligence Solution; Dynamic Web Database; Inktomi; Moreover.com

23/5/43 (Item 2 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.
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00614897 00WK11-210

Haystack tries a new way to play -- Toy company turns to clicks-and-mortar strategy for success where others have failed

Mottl, Judith N

Information Week , November 20, 2000 , n813 p120-122, 2 Page(s)

ISSN: 8750-6874

Company Name: Haystack Toy

Languages: English

Document Type: Articles, News & Columns

Geographic Location: United States

Discusses the electronic commerce initiative of toy retailer Haystack Toy Co. of Saint Louis, MO. Reports that its strategy is to manufacture the best new **products** it can find, then **sell** them on its newly launched **Web** site, through brick-and-mortar stores, and in specialty toy catalogers. Says that unlike other toy sites that have failed, Haystack charges full retail prices for its products online and offline, with the idea to build in sustainable margins and not to compete against brick-and-mortar rivals. Mentions that the Internet is crucial for the feedback and community-building that Haystack needs for finding and developing new products. Indicates that overall performance and **delivering** real- **time** inventory data for **consumers** were top concerns in building the site. Includes a photo. (MEM)

Descriptors: Electronic Commerce; Retailing; Toys; Corporate Strategy
; Sales; Web Sites
Identifiers: Haystack Toy

23/5/44 (Item 3 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.

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00522027 99IT01-006

Dialog extends its e-commerce strategy with acquisition of Write Works, Ltd.

Hane, Paula J

Information Today , January 1, 1999 , v16 n1 p14, 49, 2 Page(s)

ISSN: 8755-6286

Company Name: Write Works; Dialog

Product Name: OfficeShopper

Languages: English

Document Type: Articles, News & Columns

Geographic Location: United States

Reports that The Dialog Corporation will acquire Oxford, England-based Write Works Ltd., a vendor of business-to-business electronic commerce products. Says that Write Works currently has more than 100 corporate **clients** , 86 suppliers, and 100 warehouses that enable the company to supply 150,000 products, with a two- **hour delivery** to major U.K. cities. Adds that one of the company's key **products** , OfficeShopper, an **online purchasing** and management control system for businesses, will be rebranded as Dialog OfficeShopper. Indicates that the acquisition gives Dialog the procurement and back-end processing technology needed for Planet Retail, in addition to a base of integrated suppliers, and an existing **client** base. Reports that Dialog's warning on fourth quarter revenues, announced the same day as the acquisition, drove the company's stock price down by 40 percent to a new 52-week low. (JC)

Descriptors: Mergers/Acquisitions; News; Stock Market; Investment; Electronic Commerce

Identifiers: OfficeShopper; Write Works; Dialog

23/5/45 (Item 4 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.

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00292296 92VB10-014

Not Ready for prime time -- VARs like the products, but they're not resale items yet

Medford, Cassimir

VARBusiness , October 21, 1992 , v8 n15 p38, 40, 2 Page(s)

ISSN: 0894-5802

Company Name: Network General; Novell; ProTools

Product Name: Sniffer; LANalyzer; Foundation Manager

Languages: English

Document Type: Buyer and Vendor Guide

Geographic Location: United States

PRODUCT REPORTS features findings of a recent telephone survey evaluating the performance of the following protocol analyzers - The Sniffer from Network General Corp., LANalyzer from Novell Inc. and Foundation Manager from ProTools Inc.; includes a report card listing survey results. Discusses why many network software developers see a dim future for standalone protocol analyzers as **users** expect analyzers to work as a component in a larger network management solution. Discusses also

the marketing strategies adopted by each vendor. One sidebar spotlights Frederick Engineering of Columbia, MD, which uses direct **sales** and telemarketing to **sell** its **products**, primarily geared towards WANs and enterprise **networks** while another discusses how Network General's Sniffer can maintain its market leadership by integrating the product into the larger community of network management products. Includes a table and a screen. (PAM)

Descriptors: Utility Program; Diagnostics; Networks; Survey; Value Added Reseller; Vendor Guide

Identifiers: Sniffer; LANalyzer; Foundation Manager; Network General; Novell; ProTools

23/5/46 (Item 1 from file: 474)

DIALOG(R)File 474:New York Times Abs

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07832197 NYT Sequence Number: 284556010104

TALES ABOUT E-TAILERS

menzel, fran

New York Times, Col. 5, Pg. 4, Sec. G

Thursday January 4 2001

DOCUMENT TYPE: Newspaper; Letter JOURNAL CODE: NYT LANGUAGE: English

RECORD TYPE: Abstract

ABSTRACT:

Fran Menzel on Dec 21 **Online Shopper** column on **goods ordered** from **online** merchants that are not **delivered** on **time**

DESCRIPTORS: Computers and the Internet; Retail Stores and Trade

PERSONAL NAMES: menzel, fran

23/5/47 (Item 1 from file: 583)

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09537715

Bricomotion: un nouveau type de distributeur

FRANCE: BRICOMOTION OFFERS RANGE OF SALES CHANNELS

NZgoce (XNK) 15 May 2001 p.25

Language: FRENCH

Bricomotion, which specialises in mail **order sales** of building materials and **equipment**, is offering its customers a range of ways of **purchasing**. It has a **web** site, and **purchases** can also be made by telephone, post or fax. The **products** are listed in a catalogue and on the **web** site, and delivery is guaranteed within 24 **hours**. At present, Bricomotion **delivers** only in the Ile-de-France region, but will soon expand into the rest of France through a 20,000sq m facility in the south and a 28,000sq m facility in the north. It has successfully used direct marketing methods. *

COMPANY: BRICOMOTION

PRODUCT: Mail Order Houses (5961); Building Materials, Retail (5201);

Retail Trade (5200);

EVENT: Planning & Information (22);

COUNTRY: France (4FRA);

23/5/48 (Item 2 from file: 583)

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09532516

B2C needs improvement

CHINA: HIGH QUALITY SERVICES NEEDED TO BOOST B2C
China Daily (XKP) 28 May 2001 Online
Language: ENGLISH

Failure to provide high quality services is the main reason that hinders Chinese **consumers** from performing B2C <business-to- **customers** > trading. Inefficient services including failure to **deliver** goods in designated **time** as well as after sales services have turned away many **consumers**, said the State General Administration for Industry and Commerce. up to 95% of complaints filed to the top B2C player of China, eGuo.com, are related to insufficient commodities provided by the **web** site to **online shoppers**. The **web** site are **selling** 10,000 types of **products** at present, said its president, Zhang Yongqing. In line with this, Chinese young people, particularly white collar **consumers** who reside in urban areas are the biggest **buyers** in B2C market.

COMPANY: EGUO.COM

EVENT: Marketing Procedures (24); Workers by Type (56); Product
Standards (35);
COUNTRY: China (9CHN);

23/5/49 (Item 3 from file: 583)

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09494532

Fujifilm flies high on ctp sales

UK: FUJIFILM ANNOUNCES RECORD SALES YEAR
Printing World (PGW) 19 Mar 2001 p.4
Language: ENGLISH

Fujifilm Graphic Systems, part of the Japanese manufacturing conglomerate, has announced a record sales year for the UK but actual figures are not revealed. Gordon McFarlane, FGS director, says that sales revenue increased by around 20% and volumes 30% both for consumables and electronics, but computer to plate (ctp) sales have increased by 375% in volume. Conventional film volume grew by a modest 4%. Conventional plate sales, including the VNN newspaper negative plate and commercial VPL plates have also grown. **Electronics sales**, including scanners and imagesetters, increased 10%. New **products** for next year and a restructured consumable delivery service, for **delivery** within 24 **hours** from order, are planned.

COMPANY: FUJIFILM GRAPHIC SYSTEMS

PRODUCT: Colour Film (3861CF);
EVENT: Company Reports & Accounts (83);
COUNTRY: United Kingdom (4UK);

23/5/50 (Item 4 from file: 583)

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09485950

Looney Tunes on-line and on time

CHINA: PREMIUM FOOD TIES UP WITH EGO365.COM

AP Food Industry (AOJ) Jan/Feb 2001 p.14

Language: ENGLISH

China Premium Food Corp (CPFC) has teamed up with Internet-based food retailer, Ego365.com to offer CPFC's Looney Tunes white and flavoured milks and Looney Tunes crackers to **consumers** across Shanghai. **Customers** can **order** more than 3,000 food **items** **online** (at Ego365.com's **website**) or via a 24-hour call service centre receive bicycle **deliveries** within 5 **hours**. The service has attracted about 160,000 **customers** in October 2000, and is expected to hit 300,000 by early 2001. China Premium recently introduced a full-service B2B food portal, with which the company will procure other high-quality food products for China and its trading company subsidiary, Wai Gao Qiao Free Trade Zone in Shanghai. Ego365.com is owned by Jie Qiang, the largest food distribution group in China.

COMPANY: WAI GAO QIAO; JIE QIANG; EGO365COM; CPFC; CHINA PREMIUM FOOD

PRODUCT: Cookies & Crackers (2052); Fluid Milk & Cream (2026);

EVENT: Company Formation (14); Marketing Procedures (24);

COUNTRY: China (9CHN);

23/5/51 (Item 5 from file: 583)

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09401093

A Tu Hora se estrena en Madrid con el apoyo de Telepizza

SPAIN: NEW 'E-TAILER' OF TERRA-TELEPIZZA

Cinco Dias (CDS) 09 Nov 2000 p.9

Language: SPANISH

After the implementation of some previous tests, Spanish Internet giant Terra and fast food chain Telepizza have decided to launch its e-tailer A Tu Hora in the city of Madrid (Spain). **Clients** will be able to **order** by phone or **Internet** **products** as delicatessen, DVD, toys, books, CD's, **electronics** and baby foods, and A Tu Hora will **deliver** orders in one **hour** through Telepizza's fleet of mopeds and its own fleet. The company is expected to start operating in other cities as Valencia, Barcelona and Bilbao from 2001, and feasibility studies are expected to be carried out in Chile and Mexico. Break-even could be reached in 2002.

COMPANY: TERRA; TELEPIZZA; A TU HORA

PRODUCT: Database Vendors (7375);

EVENT: Planning & Information (22); Company Formation (12); Company Formation (14);

COUNTRY: Spain (4SPA);

23/5/52 (Item 6 from file: 583)

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09355501

Mango inicia hoy la venta de ropa por Internet en la UE.

SPAIN: INTERNET EXPANSION OF MANGO

Expansion (EXN) 01 Sep 2000 p.8

Language: SPANISH

Spanish clothing retailer Mango has invested Pta 300mn (Euro 1.8mn) in the creation of **Internet** shop Mangoshop.com in **order** to **sell** its **products** through European countries. The new company has come to an agreement with private courier operator DHL in order to manage home **deliveries**. At the same **time**, Spanish retail bank Banco Sabadell will take charged of financial operations.

COMPANY: BANCO SABADELL; DHL; MANGOSHOPCOM; MANGO

PRODUCT: Retail Trade (5200);

EVENT: Plant/Facilities/Equipment (44); Planning & Information (22);

Company Formation (12); Company Formation (14);

COUNTRY: Spain (4SPA);

23/5/53 (Item 7 from file: 583)

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09348706

H6ll will k nftig krUftig expandieren

GERMANY: AMBITIONS OF MEAT & SAUSAGE GROUP HOLL

Lebensmittel Zeitung (LZ) 07 Jul 2000 p.18

Language: GERMAN

Hans H6ll Fleischwarenfabrik AG & Co KG of Illingen/Saar aims to more than double its turnover to DM 500mn by 2005. The growth is to be generated internally as well as by means of acquisitions in Germany and western Europe. The producer of meat and sausage products will give up its own retail outlets and focus on industrial production only. The eight outlets of Erno's Delikatessen GmbH in the Dresden region were already sold; the Ahrberg branches around Hanover are up for sale. H6ll's only business with private end **consumers** will be through the **Internet** (www.hoell.com), where **consumers** can **order products** that do not require refrigeration for home **delivery** within 24 **hours**. H6ll's new board chairman J rgen R6hlinger has high hopes particularly for sales through large retail outlets and discount stores, where the company has been very successful with private labels. Also the business with large-scale **consumers** and home delivery should have a good potential. H6ll will focus on the self-service segment, which already accounts for more than 40% of its business. Apart from the successful sausage range, which should reach a German market share of more than 10% by 2001, H6ll aims to expand in the segment of combination products (e.g. turkey breast or ham in puff pastry), in the snack segment (even with no-meat products), and raw sausage specialities.

COMPANY: AHRBERG; ERNO'S DELIKATESSEN; HANS HOLL FLEISCHWARENFABRIK

PRODUCT: Chilled Food (2030CF); Processed Pork & Bacon (2013PR); Fresh Meat (2011); Meat Products (2010);

EVENT: General Management Services (26); Product Design & Development (33); Officers & Directors (54); Company Acquisitions (16);

COUNTRY: Germany (4GER);

23/5/54 (Item 8 from file: 583)

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09343532

Optimising Thru-Put within the Supply Chain

ASIA: MAPICS UNVEILS SUPPLY CHAIN SOLUTION

Food Chain Asia (ASV) Jun 2000 p.12

Language: ENGLISH

American MAPICS Inc, a global provider of Extended Enterprise Applications, has introduced a solution in Asia that can achieve a 30-50% improvement in on- **time** **delivery** performance, **order** -to-ship cycles and excess inventories within the first months of implementation. Thru-Put is a powerful Advanced Planning and **Scheduling** /Supply Chain Management solution. It analyses a firm's resources, pinpoints potential constraints and optimises the rest of its manufacturing **process** according to the pace of those constraints. The application helps mid-sized manufacturers plan operations to maximise speed and efficiency of production. Thru-Put uses an Oracle database and operates on Windows NT. Thru-Put designs time buffers and not inventory buffers, and places them strategically to protect manufacturing operations. The result is that throughput is increased and inventory requirements are reduced. The solution allows firms to be more responsive to changing business conditions and customer requirements, while helping to ensure maximum productivity. Powerlan Singapore is named the South East Asian affiliate of MAPICS.

COMPANY: POWERLAN; SUPPLY CHAIN MANAGEMENT; MAPICS

PRODUCT: Production Management (9913);

EVENT: Product Design & Development (33);

COUNTRY: Southeast Asia (92T); Eastern Asia (92E); United States (1USA);

23/5/55 (Item 9 from file: 583)

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09303063

Saggio aims to be leading supplier

MALAYSIA: SAGGIO'S EXPANSION PLANS

The Star (XAT) 07 Jun 2000 Business p.7

Language: ENGLISH

Between October to December 2000, office equipment and supplies provider Saggio Computer Company (M) Sdn Bhd (Saggio) will put on trial its Saggiodirect.com website with some of its **clients**. When fully implemented, the business-to-business <B2B> site would serve Saggio's 2,000-odd **clients** in Malaysia. Saggio also hopes that the **website** will lure large corporations and multinationals to place **orders** for their office **equipment** and supplies needs. The **website** offers **delivery** within 48 **hours**, savings of up to 40% and access to Saggio's entire catalogue. According to its deputy general manager Chin Siew Ching, two additional branches will be opened by 2001 in Johor Baru and Penang, to join the current semi-automated warehouse in Petaling Jaya <all in West Malaysia>. These expansion plans are in tune with Saggio's aim of becoming the leading office equipment and supplies provider in Malaysia by 2003. Saggio's parent company is Hong Kong's Saggio Asia Pacific, which has allocated US\$ 20 mn for expansion projects in Malaysia, Singapore, Taiwan and Hong Kong.

COMPANY: SAGGIO ASIA PACIFIC; SAGGIO COMPUTER

PRODUCT: Stationers (5943); Office & Computing Machines (3570);
EVENT: Product Design & Development (33); Plant/Facilities/Equipment (44); Capital Expenditure (43);
COUNTRY: Malaysia (9MAO); Hong Kong (9HON);

23/5/56 (Item 10 from file: 583)

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09296058

E-Liko suscite l'intérêt des cybermarchands
FRANCE: E-LIKO'S DELIVERY SERVICE
L'Usine Nouvelle (LNW) 25 May 2000 p.56
Language: FRENCH

The French start-up E-Liko, founded in December 1999, is to provide home delivery for **orders** places on **Internet** sites, except for perishable food **products** and heavy groceries such as beverages. It offers to deliver in Paris within four hours, within the day in the Paris region, and by the next day outside of the Paris region. At present, E-Liko has 15 **client** sites. They appreciate the choice of three, and soon-to-be six **time** periods for **delivery**, and the rapidity of service, but they don't like the computer system's lack of reliability, and the cost which is a bit too high. E-Liko also has a 1,000 square-metre warehouse at Saint-Ouen in the Seine-Saint-Denis département. This building handles 900 products for three **clients**. The company subcontracts certain deliveries to 10 delivery companies in Paris and its region, and it works with Chronopost outside of the Paris region. It is thinking of creating a school to train drivers for home deliveries.

COMPANY: E-LIKO

PRODUCT: Production Management (9913);
EVENT: Companies Activities (10);
COUNTRY: France (4FRA);

23/5/57 (Item 11 from file: 583)

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09284240

Eroski ensaya en Vitoria su modelo para vender en Internet.
SPAIN: INTERNET EXPANSION PLANS OF EROSKI
Cinco Dias (CDS) 08 May 2000 p.7
Language: SPANISH

Spanish hypermarket and supermarket chain Eroski, which is part of group MCC (Mondragon Corporacion Cooperativa), has invested Pta 200mn in the development of its first e-shop, which will enable **clients** to **buy products** through its **Internet** site '**www.eroski.es**'. The project offers two new services; the first one assumes a maximum of 24 **hours delivery** and the second one holds the company to not charge the amount until the **client** has the delivery at home.

COMPANY: MONDRAGON CORPORACION COOPERATIVA; MCC; EROSKI

PRODUCT: Food Retailing (5400); Retail Trade (5200);
EVENT: Plant/Facilities/Equipment (44); Planning & Information (22);
Marketing Procedures (24);
COUNTRY: Spain (4SPA);

23/5/58 (Item 12 from file: 583)

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09281506

Mainland Sector Troubled By Lack Of **ConsumerCredibility**

CHINA: ELECTRONIC COMMERCE VOLUME LOW

South China Morning Post (XKT) 02 May 2000 Online

Language: ENGLISH

According to China's Ministry of Information Industry, in 1999, the electronic commerce volume in China reached only 0.018% or RMB 55 mn out of the entire retail sales. Competitive pricing that is lacking, slow deliveries and **consumers** ' unsecured feelings of the security system are the reasons behind the low e-commerce volume. Most **on - line products** cost the same as those **sold** in shops or sometimes higher for telecommunication **equipment** and some computer parts. About 80% of the **users** are not confident of the payment system or of the product suppliers. Moreover, very few web sites **deliver** goods within 24 **hours** .

EVENT: Sales & Consumption (65);

COUNTRY: China (9CHN);

23/5/59 (Item 13 from file: 583)

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09274194

Beijing **shoppers** get one- hour Web **delivery**

CHINA: 1- **HOURLY DELIVERY SERVICE** BY EGUO.COM

South China Morning Post (XKT) 18 Apr 2000 Online

Language: ENGLISH

A new delivery service was launched by China's electronic commerce site, eGuo.com, in Beijing. The service, operating on a 24 hours and seven-days-a-week basis will send **products** to **customers** , who make their **orders online** , within an hour. In May 2000, the delivery service will be launched in Guangzhou and Shanghai as the company is expanding its business in these areas. The number of the company's **customers** is growing at a rate of 20% every month. This number currently stands at 130,000 people. The site's **users** can access to supportive services offered by the site, such as **buyers** ' guides and product information, covering 17 lines of **consumer** goods.

COMPANY: EGUOCOM

PRODUCT: Private Mail & Express Services (4312); Courier Services (7393CU);

EVENT: Product Design & Development (33); Marketing Procedures (24);

COUNTRY: China (9CHN);

23/5/60 (Item 14 from file: 583)

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09253439

Alapage.com et La Poste s'associent/

FRANCE: ALAPAGE, LA POSTE TEAM UP

StratZgies Newsletter (APK) 15 Mar 2000 p.7

Language: FRENCH

Alapage.com has implemented a new service to allow on-line **customers** plan the **delivery date** of their purchases. The service allows Internet **users** to select one among La Poste's range of delivery modes. The operation is the result of a partnership between the French post office and Alapage.com, which **sells** cultural **goods** over the **Web**.

COMPANY: LA POSTE; ALAPAGECOM

PRODUCT: Book Publishing (2731);

EVENT: Company Formation (14); Marketing Procedures (24);

COUNTRY: France (4FRA);

23/5/61 (Item 15 from file: 583)

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09236773

PARK'N SHOP AND WELLCOME INACCURATE **DELIVERY TIME**

HONG KONG: SUPERMARKETS RECEIVE 176 COMPLAINTS

Apple Daily (AHI) 06 Feb 2000 p.B9

Language: CHINESE

The service station of Apple Daily received 71 complaints on Wellcome and 105 complaints on Park'N Shop. Of the total number of complaints, about 20% were related to poor product delivery service and many complaints were related to charging original prices on discounted items. A **customer** of Park'N Shop complained his personal details and purchased goods were put outside neighbour's door. The Office of the Privacy Commissioner for Personal Data said these kind of action are illegal. The **Consumer** Council said the supermarket should be responsible for any goods lost. According to the council, if price differentiation occurred between those displayed on shelves and on cashiers, **customers** only need to pay the lower prices. The council also said **goods** **purchased** via **online** shopping should be charged at prices marked on transaction date. *

COMPANY: **CONSUMER** COUNCIL; OFFICE OF THE PRIVACY COMMISSIONER FOR PERSONAL DATA; PARK'N SHOP; WELLCOME

PRODUCT: Food Retailing (5400);

EVENT: Product Standards (35);

COUNTRY: Hong Kong (9HON);

23/5/62 (Item 16 from file: 583)

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09235195

Hanjin opens online virtual shopping mall

SOUTH KOREA: HANJIN'S NEW INTERNET SHOPPING MALL

The Korea Herald (XBF) 01 Feb 2000 p.11

Language: ENGLISH

Hanjin Transportation Co of South Korea has launched an Internet shopping mall ([http:// www .hanjinmall.co.kr](http://www.hanjinmall.co.kr)) to allow **shoppers** to **buy** 235 special agricultural and fisheries **products** direct from the growing districts at lower prices. Using its well-established delivery network in the country, Hanjin will deliver the products door-to-door to **customers** . It will also provide real- **time delivery** information about the products sold. To enable Koreans living in the US to send gifts to relatives in their homeland, Hanjin plans to launch another website at <http://www.hjshopping.com> on 1 February 2000. It plans to extend the service to Koreans living in other countries by end-2000. *

COMPANY: INTERNET; HANJIN TRANSPORTATION

PRODUCT: Transport Services (4000);

EVENT: Product Design & Development (33); Plant/Facilities/Equipment (44);

COUNTRY: South Korea (9SOK);

23/5/63 (Item 17 from file: 583)

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09209747

Going high-tech on Goliath

HUNGARY: G'ROBY BETS ON THE INTERNET

The Budapest Sun Online (XJG) 09 Dec 1999 p.e

Language: ENGLISH

G'Roby, which operates five grocery stores in Budapest, Hungary, is focusing on electronic commerce in competition with multinational food retailer giants. G'Roby introduced a home delivery service a few months ago. **Customers** can **order products** by telephone, fax and via **internet** . The **goods** are **delivered** within **12 hours** , and the **delivery** fee amounts to Ft 200 plus Ft 50 per kilometre. Due to the high costs involved, G'Roby is not planning to expand business outside Budapest. Company founder Robert Gardonyi expects to continue business in the current form for another four years. When Hungary joins the EU, the only way to survive is to join a strong multinational chain, said Mr Gardonyi.

COMPANY: INTERNET; GROBY; G'ROBY

PRODUCT: Food Retailing (5400); Food & Drink (2000);

EVENT: Companies Activities (10);

COUNTRY: Hungary (6HUN);

23/5/64 (Item 18 from file: 583)

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09203925

Clairs: Internet no threat to food stores

AUSTRALIA: A LOOK AT THE SUPERMARKET INDUSTRY

Retail Report (XXX) 22 Nov 1999 p.1

Language: ENGLISH

According to Reg Clairs, the former group managing director of Woolworths, the Internet may not pose a threat to food stores in Australia because a

majority of grocery **shoppers** do not want home shopping on the Internet. While home shopping is reasonably popular in large US cities such as New York and Chicago, most people in Australia still prefer to shop personally as they find **online** shopping slow and tedious. **Delivery time** for **goods** they **ordered online** is also not to their convenience. During a keynote speech to the Queensland Grocery Industry Association convention in Brisbane, Mr Clairs also says that there is **consumer** resistance to the growing size of supermarkets in Australia. While supermarkets in the US are getting bigger, with some reaching 200,000 sq ft, the Australian **consumers** do not appreciate such store size and there is a trend to look towards a smaller outlet. Mr Clairs expects Woolworths, Coles and Franklins to remain the three majors in the supermarket industry in Australia, despite the growing popularity of small convenient or specialty stores. In addition, he sees the coupling of grocery stores and petrol stations as inevitable.

COMPANY: INTERNET; FRANKLINS; COLES; WOOLWORTHS

PRODUCT: Mail Order Houses (5961); Food Retailing (5400);
EVENT: Marketing Procedures (24); Market & Industry News (60);
COUNTRY: Australia (9AUS);

23/5/65 (Item 19 from file: 583)

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09200023

BOL wandelt sich vom Buch- zum Mediashop

GERMANY: BOL ON EXPANSION COURSE

Handelsblatt (HT) 22 Nov 1999 p.31

Language: GERMAN

German Bertelsmann group's **Internet** book shop BOL, which started by **selling** music CDs, will focus on media **products** in the expansion of its offerings and aims to become the European market leader for **online sales** of such **products**. From 2000, BOL will offer also videos and DVDs. BOL Italy and BOL Japan are to be launched in the first quarter of 2000. Next will be the markets in South Korea, China, some South American countries and Scandinavia. BOL emphasises personal **customer** service. With "My BOL", every **customer** can create his or her **individual** shop by selecting by authors, artists or categories. The **delivery time** is 2-3 days. In contrast to online book sales, BOL will charge postage fees for music CDs.

COMPANY: BOL; BERTELSMANN

PRODUCT: Book Publishing (2731); Records & Tapes (3652); Motion Picture & TV Distribution (7820);
EVENT: Product Design & Development (33); Capital Expenditure (43); Plant & Equipment Sales (66); Planning & Information (22);
COUNTRY: Germany (4GER);

23/5/66 (Item 20 from file: 583)

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09189512

Handy von Getmobile

GERMANY: NEW SERVICE FROM GETMOBILE

M nchner Merkur (XHO) 27 Aug 1999 p.23

Language: GERMAN

The e-commerce company Getmobile AG of Munich, Germany gives information about the best combination of a mobile phone and operator. Advice via **internet** or telephone is free of charge. In addition, Getmobile **sells** mobile phones and markets mobile phone contracts. The **product** range includes about 50 different phones and more than 200 contracts. The products are **delivered** within 48 **hours** .

COMPANY: GETMOBILE

PRODUCT: Cellular Radio Services (4811CR); Telecommunications (4810);
Cellular Radio Equipment (3662CE); Communications Equipment (3660);
EVENT: Product Design & Development (33); Marketing Procedures (24);
COUNTRY: Germany (4GER);

23/5/67 (Item 21 from file: 583)

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09171255

Vente de surgel2s sur Internet

FRANCE: A TOUPARGEL PLANT IN 2000

Le Nouvel Economiste (XNQ) 1 Oct 1999 p.14

Language: FRENCH

The Toupargel company which specialises in home delivery of food **products** , will provide the possibility **ordering** frozen food **products** on the **Internet** for its **clients** starting in the year 2000. The service later will be extended to chilled products and groceries. The products are **delivered** within 48 **hours** throughout France, except for Paris. *

COMPANY: TOUPARGEL

PRODUCT: Mail Order Houses (5961); Chilled Food (2030CF); Frozen Food (2030FF); Food & Drink (2000);
EVENT: Product Design & Development (33); Marketing Procedures (24);
COUNTRY: France (4FRA);

23/5/68 (Item 22 from file: 583)

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09156165

UPS stakes claim in cyber market

HONG KONG: UPS OFFERS E-COMMERCE SERVICE

South China Morning Post (XKT) 08 Sep 1999 p.27

Language: ENGLISH

UPS has launched a Chinese web site service for small and medium-sized **Internet** retailers to offer **on - line sales** . **Customers** can check **product** prices as well as **delivery time** from the **web** site. To facilitate delivery, it is offering a warehouse which can pack or assemble products for delivery. As the growing market of e-commerce, the company has budgeted US\$ 1bn a year in technology development. Recently, the company has been appointed by Cable & Wireless HKT as exclusive express courier for e-commerce service Business Netvigator. *

COMPANY: CABLE & WIRELESS HKT; UPS

PRODUCT: Mail & Express Services (4310); Intl & Territorial Air Svcs (4513); Courier Services (7393CU); Air Transportation (4500); Mail Order Houses (5961);

EVENT: General Management Services (26);

COUNTRY: Hong Kong (9HON);

23/5/69 (Item 23 from file: 583)

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09003244

Jeanskauf online

AUSTRIA: INTERNET SHOPPING AT C&A

Der Standard (XGO) 14 Oct 1998 Internet Direct,p.7

Language: GERMAN

In Austria, C&A is testing **sales** through the **internet**. The **products ordered** under **www .c-und-a.co.at** are **delivered** within 48 **hours** with no postage surcharge. Payment is either on-line by credit card or cash-on-delivery. *

COMPANY: C & A; C&A

PRODUCT: Retail Trade (5200); Mail Order Houses (5961);

EVENT: General Management Services (26); Marketing Procedures (24);

COUNTRY: Austria (5AUT);

23/5/70 (Item 24 from file: 583)

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06584863

Select Books opts for BookNet

SINGAPORE: BOOKNET SYSTEM CHOSEN BY SELECT BOOKS

IT Singapore (XBC) Jan 1998 P.1

Language: ENGLISH

In a bid to compete aggressively with major book retailers/publishers in Asia, the BookNet online system has been chosen by Select Books Pte Ltd in Singapore. BookNet has been selected because it sets the path for purchase order processing and electronic business transactions. Select Books is a 20-year old bookstore with a niche market in academic and professional books from the Asia-Pacific region. The BookNet system offers the infrastructure for book retailers/publishers in conducting business electronically and reducing order/**delivery time**. The system involves the preparation of the book and stationery stores for electronic commerce and establishment of an electronic product catalogue. BookNet prepares the way for electronic commerce by combining POS with back-end systems. Retailers and publishers can benefit from better **purchase** management and **sales order** processing. The **electronic product** catalogue functions as a main database that keeps printed book/stationery catalogues of publishers and suppliers. **Clients** can access the latest product information via the Internet and Singapore ONE.

COMPANY: INTERNET; SELECT BOOKS

PRODUCT: Book Publishing (2731); Databases (7375DA);

EVENT: Plant/Facilities/Equipment (44);
COUNTRY: Singapore (9SIN);

23/5/71 (Item 25 from file: 583)

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06563968

JULKLAPPSKOP PA INTERNET ETT VAGSPEL

SWEDEN: INTERNET-ORDERED GOODS NOT ON TIME FOR YULE
Svenska Dagbladet (XUX) 23 Dec. 1997 p. 29
Language: SWEDISH

The paper states that mail order goods you may have purchased via the Internet don't always arrive on time for Yule. The paper ordered some goods as an impromptu performance and quality test, but to its dismay found that only around half of the firms or **Internet mail order** houses actually could **deliver** their **goods** on **time**, one day before X-Mas, or the Swedish "Yule" or "Jul" at December 24, not December 25 as in Anglo-Saxon countries. Six out of twelve X-Mas gifts for a total 1200 SEK (around 155 US\$) somehow never arrived on time. The book "The Dilbert Principle" from the Bokus book store never did arrive on time, but the bookstore sent an e-mail which notified of this. A special "De-icing board" from Boy's Toys never arrived on time, and a foreign magazine from Tidningskiosken was also delayed. Other failed deliveries included the romantic night-gown from Miss Mary of Sweden, and a pair of boxer shorts from Josefssons. **Internet mail order** businesses which did **deliver** their **goods** in **time** were Boxman and Skivhugget (CD-records), Clas Ohlsson (ironmonger and tools), Gant, Telia, Ahlens and Halens.

COMPANY: HALENS; AHLENS; TELIA; GANT; CLAS OHLSSON; SKIVHUGGET; BOXMAN;
JOSEFSSONS; MISS MARY OF SWEDEN; TIDNINGSKIOSKEN; BOY'S TOYS; BOKUS;
INTERNET

PRODUCT: Mail Order Houses (5961);
EVENT: Marketing Procedures (24); Product Standards (35);
COUNTRY: Sweden (5SWE);

23/5/72 (Item 26 from file: 583)

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06544388

Kun tuotantoa ohjaa asiakas

FINLAND: GROCERY STORES PIONEERING IN LOGISTICS
TalouselUmU (XFI) 07 Nov 1997 p.22-29
Language: FINNISH

In Finland, **consumer** -goods trade, which is at the forefront of logistical development, is beginning to reach the stage in which production is steered by the **customer**. The entire business process is thus based on the **customer** and identifying the **customer**. As a consequence, both trade and food and other **consumer** -goods companies are thus eagerly developing their own regular- **customer** systems. The newest buzzword in trade is ECR (Efficient **Consumer** Response), an umbrella term used to cover the methods of managing supply and demand. The data on changes in demand delivered electronically from stores to producers facilitates production planning, resulting in smaller inventories. The Internet-based ordering system of

Kesko and the baking, dairy, meat-packing and beverage industries is an example of this. The pilot project is to be launched at the beginning of 1997. Kesko has abolished its centralized material handling operations and nowadays all profit units are responsible for their own logistics. Nonetheless the 48- hour nationwide **delivery time** from plant to stock is still too long. Tradeka is another pioneer in logistics. The group supplies data on demand directly from the cash register systems to industry. It is testing an **order** system which **automatically orders** new **goods** as the demand exceeds a certain level.

COMPANY: TRADEKA; KESKO

PRODUCT: Beverages (2080); Food Retailing (5400); Retail Trade (5200);
Food & Drink (2000);

EVENT: General Management Services (26); Production Management (23);
Planning & Information (22);

COUNTRY: Finland (5FIN);

23/5/73 (Item 27 from file: 583)

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06355465

El Corte Ingles abrira este otono su supermercado en Infovia

SPAIN: CORTE INGLES PLANS VIRTUAL SUPERMARKET

Cinco Dias (CDS) 23 Aug 1996 p. 5

Language: SPANISH

Spanish retail group El Corte Ingles has announced plans to launch in the autumn of 1996 its CorttyCompra, a virtual supermarket. **Clients** can connect via Infovia, browse shelves and view the entire range of food and non-food normally available at the group's supermarkets. Once their 'virtual trolley' is full **clients** place an **order** and the **goods** are **delivered** within 24 **hours**. Payment is made **on - line** with credit card or in cash on delivery. *

COMPANY: EL CORTE INGLES

PRODUCT: Hypermarkets (5321); Grocery Stores (5411); Database Vendors (7375);

EVENT: Product Design & Development (33); Marketing Procedures (24);

COUNTRY: Spain (4SPA);

23/5/74 (Item 28 from file: 583)

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06311987

Telefonica se lanza a la venta por catalogo con Telespacio Directo

SPAIN: TELEMARKETING LAUNCHED BY TELEFONICA

Expansion (EXN) 21 May 1996 p.6

Language: SPANISH

Spanish State telecoms company Telefonica has launched a new telemarketing scheme called Telespacio Directo, which offers **customers** Telefonica services and products 14 hours a day on a toll-free phone number. The company's catalogue of goods also will be available on * **Internet** and Infovia soon. The **goods** and services **sold** will have special promotions

and discounts and **delivery time** of orders to **customers** will be approximately 5 days. Telefonica also plans to open Telespacio retail outlets, around 1,200, by the year 1999.

COMPANY: INTERNET; TELEFONICA

PRODUCT: Retail Trade (5200); Telephone Communications (4811);
Telecommunications (4810);

EVENT: Product Design & Development (33); Company Formation (12);
Company Formation (14); Marketing Procedures (24);

COUNTRY: Spain (4SPA);

23/5/75 (Item 29 from file: 583)

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06296676

Granada Goes Direct

UK: GRANADA OFFERS HOME SHOPPING SERVICE

Telecommunications News (ZCD) 15 Apr 1996 p. 6

Language: ENGLISH

Three new specialist catalogues were introduced during March 1996 by Granada under the Granada Direct banner. The home shopping catalogue is currently available at more than 400 of the UK **consumer electronics** retailer's outlets, with **customers** being given the opportunity to **order products** immediately or ring in or post their choices from home. In excess of 500 products are available with 24 **hour delivery** offered.

COMPANY: GRANADA

PRODUCT: Retail Trade (5200); Mail Order Houses (5961); **Consumer**
Electronics (3650);

EVENT: Product Design & Development (33); Planning & Information (22);

COUNTRY: United Kingdom (4UK);

23/5/76 (Item 30 from file: 583)

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05506362

UK LAN suppliers not ready for ATM products

EUROPE - MARKET NOT READY FOR ATM NETWORKING DEVELOPMENTS

Electronics Weekly (ECW) 16 December 1992 p3

ISSN: 0013-5224

Newbridge Networks, Fore Systems and BBN (all US) will find that the European LAN market and technical standards are not sufficiently ready for the introduction of asynchronous transfer mode (ATM) **networking products** in 1993, and volume **sales** will take a considerable **time** to **pick up**, according to Tim Holley, managing director of Racal-Datacom. ATM's main problem is that there is insufficient knowledge about how to use it, according to Richard Barnett, managing director of Netcomm (UK), supplier, and the first ATM backbones are not expected until second half 1993, according to Alan Harper, of the BT LAN group.

COMPANY: NEWBRIDGE NETWORKS; FORE SYSTEMS; BBN

PRODUCT: Local Area Network Equip (3661LA);
EVENT: NEW PRODUCT EXTENSION (33); NEW PRODUCT EXTENSION (33);
COUNTRY: Europe (4E);

23/5/77 (Item 31 from file: 583)
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01850329
BOEING 747-400 JUMBO JETLINER MAKES MAIDEN FLIGHT
US - BOEING 747-400 JUMBO JETLINER MAKES MAIDEN FLIGHT
Wall Street Journal Europe (WSJ) 2 May 1988 p3

Boeing has announced that its B747-400 jumbo jetliner has made its maiden flight. The company expects to receive US Federal Aviation Administration certification in **time** to meet **delivery schedules**, which begin in December 1988. A total of 124 planes selling for USD1r110m to USD1r129m each have been **ordered** for **delivery** through to May 1991. The B747-400, the company's biggest jetliner, can carry over 500 passengers, on non-stop trips of 8k miles.

PRODUCT: Civil Aircraft (3721CI);
EVENT: PRODUCTS, **PROCESSES** & SERVICES (30);
COUNTRY: United States (1USA); NATO Countries (420); South East Asia
Treaty Organisation (913);

23/5/78 (Item 1 from file: 256)
DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.
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00133303 DOCUMENT TYPE: Review

PRODUCT NAMES: Call Centers (835013)

TITLE: The Effective Integration of Voice, Data, E-Mail and Fax
AUTHOR: Paracha, Bipin Bulusu, Anupama
SOURCE: Customer Inter@ction Solutions, v20 n2 p32(4) Aug 2001
ISSN: 1529-1782
HOME PAGE: <http://www.cismag.com>

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

Contact centers wishing to integrate communications channels have two options: replacing current systems with a unified platform or integrating new products with an existing system. Companies purchasing new **customer** relationship management (CRM) systems should be aware that no applications offer complete, out-of-the box integration. CRM packages fall into one of two categories. Integrated delivery systems work on the premise that **individual** agents will handle multiple communications channels. Usually, these **packages** are sold by **automatic** call distributor (ACD) vendors. Most integrated delivery systems work best in environments that emphasize intimate **customer** contact. The technology also requires highly skilled agents. Training costs can be high. For integrated data systems, communication is handled along one channel. Such systems are sold by CRM front-office vendors and often tap voice technology. However, integrated data systems offer limited routing and queuing tools. Rather than update

entire systems, many call centers, particularly small ones, integrate new applications with existing technology. Applications may deliver a range of features, including integrated routing, **customer** views, and **user** interfaces. They also may **deliver** real- time and historical reporting, business process automation (BPA), and centralized administration capabilities. Most organizations first integrate unified **customer** viewing.

COMPANY NAME: Vendor Independent (999999)
DESCRIPTORS: Call Centers; CRM; **Customer** Service; Electronic **Customer** Service; Integration Software; Software Selection
REVISION DATE: 20020228

23/5/79 (Item 2 from file: 256)

DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.
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00128585 DOCUMENT TYPE: Review

PRODUCT NAMES: Design to Order Solution (039101); iMAN Portal (787931); Windchill (707775); Slate (039128); CustomWise (039136)

TITLE: Giving Customers What They Want, When They Want It
AUTHOR: Sofranec, Diane
SOURCE: Computer-Aided Engineering, v20 n1 p45(3) Jan 2001
ISSN: 0733-3536
HOMEPAGE: <http://www.penton.com/cae/>

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

Alventive's Design to Order Solution, UGS's iMAN Portal, PTC's Windchill, SDRC's SLATE, and Design Power's CustomWise are highlighted in a discussion of **Web** -enabled collaboration tools that allow '**customers** to build **products** to **order** and have them **delivered** at the same **time** and for the same prices as off-the-shelf items.' Design-to Order Solution allows members of a supply chain to work with manufacturers during the early phases of design. An Initial Parts Sourcing application allows manufacturers to source the most suitable custom or nonstandard parts from suppliers. iMAN Portal, a portal that offers one access point to product data and ensures collaboration throughout the product life cycle, allows **users** to see 2D and 3D models, irrespective of the CAD software with which they were created. Portals such as iMAN and the iMAN software will become more popular as **customers** seek specialized products. The market for such tools is growing because companies will not turn back to older design for manufacturing methods. SLATE performs design change management by allowing a manufacturer to build hierarchical views of key data, including assembly processes, safety considerations, validation tests, cost limitations, and work breakdown structure. Windchill is available for increasing numbers of manufacturing applications, including configuration of instrument panels for boats. CustomWise is configuration software that allows definition of custom-engineered parts and components.

COMPANY NAME: Alventive Inc (632945); EDS PLM Solutions (552488); Parametric Technology Corp (PTC) (434591); Design Power Inc (626112)
SPECIAL FEATURE: Output Samples Screen Layouts
DESCRIPTORS: CAD CAM; CAD Utilities; CAE; Engineering Documentation; Extranets; Graphics for Science & Engineering; Models; Product

Lifecycle Management
REVISION DATE: 20040127

23/5/80 (Item 3 from file: 256)
DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.
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00126949 DOCUMENT TYPE: Review

PRODUCT NAMES: Internet Shopping (840432)

TITLE: The complete package: With the novelty of the Internet worn off...
AUTHOR: Wilder, Clinton
SOURCE: Information Week, v808 pRB4(9) Oct 16, 2000
ISSN: 8750-6874
HOMEPAGE: <http://www.informationweek.com>

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

Holiday gift-givers doing their shopping online for the 2000 holiday season will demand more than speedy Web sites and on- **time delivery** ; they want 'additional features that **shoppers** can't find at the mall--as well as top-notch **customer** service.' Convenience alone does not make the grade, but retailer Sears, Roebuck and Company decided to optimize its **customer** service by teaching 850 store managers how to assist **customers** in researching products or buying through Sears.com using in-store kiosks. CDNow provides the ability to customize a CD online, including the album title and liner notes, and about 60 of Lands' End's 3,000 call- center representatives are Specialty **Shoppers** who can assist Web **buyers** with special requests or those who have questions via phone or live **online** chat. A sample of each **product sold** by Lands' End **online** is stored in the Specialty **Shoppers** area, which allows representatives to 'see and touch the item they're discussing.' Because some find shopping online to be a more solitary experience than shopping in a store, Lands' End wants to provide live assistance. According to e-retailers and analysts, online merchants have to provide a personalized shopping experience not available in a crowded mall. Spokespeople for SmarterKids.com, Reflect.com, Sears.com, J.C. Penney, Tiffany, and other e-tailers describe their **customer** service strategies.

COMPANY NAME: Vendor Independent (999999)
DESCRIPTORS: **Customer** Service; E-Commerce; Electronic **Customer** Service
; Internet Marketing; Internet Shopping; Retailers
REVISION DATE: 20011130

23/5/81 (Item 4 from file: 256)
DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.
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00124799 DOCUMENT TYPE: Review

PRODUCT NAMES: Company--Kozmo.com Inc (870218)

TITLE: Delivering red ink
AUTHOR: Li, Kenneth
SOURCE: Industry Standard, v3 n28 p58(2) Jul 31, 2000

ISSN: 1098-9196
HOMEPAGE: <http://www.thestandard.com>

RECORD TYPE: Review
REVIEW TYPE: Company

Kozmo.com, an e-commerce venture that set out to deliver all types of personal **items** to **users** who **ordered** them via the **Web**, recently fired its CEO Joseph Park. The action warns of the future of other 'last-mile delivery services,' which attempt to profit from **consumers** 'desires for instant gratification. Because venture capitalists will no longer sign agreements in which an intention to remain unprofitable is a condition, Kozmo.com is having problems getting funding. The removal of Park as CEO, however, will not do much to improve Kozmo's bottom line since the company spends about half again as much as it generates from sales, without figuring in \$21 million spent on inventory, marketing, and administration costs. According to Kozmo's CFO Gerry Burdo, Kozmo is 'on a fast and disciplined track to profitability in all of our markets, without slowing the exponential growth we've experience on the top line.' However, these are fuzzy forecasts for profitability. No one really knows how Kozmo will stop bleeding red ink. Sources say numbers have improved since a March filing for an IPO and plans to require an order minimum could put Kozmo in a position to be profitable by 3Q00. A Kozmo board member says obstacles have been removed and that key metrics for average order per **delivery hour** and gross margins are on track.

COMPANY NAME: Kozmo.com Inc (674907)
SPECIAL FEATURE: Tables
DESCRIPTORS: E-Commerce; Food Distributors; Internet Marketing; Internet Shopping
REVISION DATE: 20020703

23/5/82 (Item 5 from file: 256)
DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.
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00120601 DOCUMENT TYPE: Review

PRODUCT NAMES: Company--ITsquare.com Inc (869511);
Company--CarsDirect.com (869538); Company--billserv.com Inc (869554)

TITLE: Young, innovative companies are poised to become the future
AUTHOR: Wilder, Clinton Mateyaschuk, Jennifer Bacheldor, Beth Jaleshgari R
SOURCE: Information Week, v760 p46(8) Nov 8, 1999
ISSN: 8750-6874
HOMEPAGE: <http://www.informationweek.com>

RECORD TYPE: Review
REVIEW TYPE: Company

Hundreds of new companies with innovative ideas are sprouting out all over the Web every month. Some that have a chance of being successful include New York-based Kozmo.com, which promises one- **hour** door-to-door **delivery** of **Web - ordered** video rentals, food, and convenience **items**, and Arbinet Global Clearing **Network**, which brings **buyers** and sellers together online to trade telecom capacity and services on a secured exchange. CarsDirect.com sells cars to **consumers** over the Internet, and ITsquare.com will let IT managers post their software development requirements and get bids from prequalified services firms. Accompany

Incorporated will gather online **buyers** into groups to acquire volume discounts on computer equipment, **consumer** electronics, sporting goods, and other products. E-Scan is an market-intelligence service that combines **consumer products sales** data with **Web** use and **buying** trends, and Kinzan.com sells tools to its **customers** to build and localize Web content. Billserv.com is an electronic service bureau that will present and pay all sorts of bills online.

COMPANY NAME: ITsquare.com Inc (671266); CarsDirect.com (669431);
billserv.com Inc (671274)
DESCRIPTORS: Auto Dealers; E-Billing; E-Commerce; E-Payment; Groceries;
Internet Marketing; Internet Shopping; Market Research; Software
Marketing; Video Stores
REVISION DATE: 20020730

23/5/83 (Item 6 from file: 256)
DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.
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00114922 DOCUMENT TYPE: Review

PRODUCT NAMES: Electronic Customer Service (840572)

TITLE: Virtual Service
AUTHOR: Ash, Tim
SOURCE: PERFORMANCE COMPUTING, v16 n13 p13(2) Dec 1998
ISSN: 0742-3136
HOMEPAGE: <http://www.performancecomputing.com>

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

For businesses and their products to be competitive in today's markets, companies are turning to the Internet, but Internet content methods may be largely ineffective if based on the unsuitable broadcast-media model which delivers a one-way message. Even if the company uses static electronic marketing materials online, **clients** may not get much more value. To be more competitive, companies have to concentrate on developing strong relationships with better responsiveness. Responsiveness consists of three activities: timeliness, customization, and service. The Internet can provide all benefits that can be derived from timely, customized, and serviceable information delivery and **customer** interaction. Timeliness has to be measurable in its entirety for the whole order fulfillment process, including speedy **delivery time** via a **Web** application that links directly to the **order** fulfillment system to provide instantaneous response. Information and **products** shown to **clients** should home in on their known needs. **Customers** should not have to wade through large amounts of irrelevant information. Third generation Web sites with advanced databases can provide dynamic, customized information views. Service can be enhanced on the Internet using tools that provide advanced real-time tracking of **customers** ' activities on the Web to generate past usage pattern information and to send automatic reminders of important dates.

COMPANY NAME: Vendor Independent (999999)
DESCRIPTORS: CRM; **Customer** Service; Electronic **Customer** Service
REVISION DATE: 20011130

23/5/84 (Item 7 from file: 256)
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.
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00107356 DOCUMENT TYPE: Review

PRODUCT NAMES: E-Commerce (836109)

TITLE: the nuts and bolts of business-to-business e-commerce
AUTHOR: Walsh, Brian
SOURCE: Network Computing, v9 n4 p72(12) Mar 1, 1998
ISSN: 1046-4468
HOMEPAGE: <http://www.NetworkComputing.com>

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

Nine companies who succeeded in making the transition to electronic commerce explain their strategies for implementation. Most companies will eventually have to install and use business-to-business **electronic** commerce tools. Food Service **Purchasing** Cooperative processes requests for food **items** and **equipment** from 6,000 member stores, including KFC, Taco Bell, Long John Silver, and Dairy Queen franchises. The transactions stream through the cooperative's electronic data interchange (EDI)-enabled e-commerce system to the home office. They add up to 8,000 orders a day and \$600 million a year. Processing costs are lower than the cost of telephone ordering. Eastern Utilities Associates, an energy services holding company, distributes electricity in a densely populated area. The company uses a file transfer protocol (FTP) site that allows partners to send files of historical data, enrollment transactions, and billing records through FTP. The format and content of files are based on EDI X.12 record types. EUA also uses an EDI value-added network, but plans to use the Internet in the future. Microsoft, one of the largest e-commerce **consumers** on the Internet, gathers over a billion dollars of goods and services over its MS Market site from more than 19 countries using a database server and Web server. Avnet, a multinational distributor of electronic components, provides all kinds of just-in- **time** **delivery** of products and services to electronic manufacturers.

COMPANY NAME: Vendor Independent (999999)
SPECIAL FEATURE: Graphs Charts
DESCRIPTORS: E-Commerce; EDI (Electronic Data Interchange); Internet Marketing; Order Fulfillment; Part Ordering; Restaurants; Utility Industries; Wiring
REVISION DATE: 20020630

23/5/85 (Item 8 from file: 256)
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.
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00091406 DOCUMENT TYPE: Review

PRODUCT NAMES: Production Control (830359)

TITLE: Achieving realistic order promise dates with FCS
AUTHOR: Duket, Steven D
SOURCE: Fabricator, v26 n3 p90(5) Mar 1996
ISSN: 0888-0301

Homepage: <http://www.fmametalfab.org>

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

Finite Capacity **Scheduling** (FCS) software permits manufacturers to create flexible and efficient **schedules**. FCS systems are loaded with information on each machine and operator. Once the timing and tooling usage is known, these systems can forecast an accurate **delivery date** for each **order**. FCS systems have taken on critical importance by giving shops the ability to generate realistic delivery dates. With an FCS system, **scheduling** becomes an online **process** and is integrated closely with other manufacturing **processes**. Customer orders are sent to the **scheduler** from an order entry system, and shop **status** is supplied through a shop floor data collection system. The **scheduler** will then add its own knowledge of the manufacturing environment and generate a synchronized production **schedule**.

COMPANY NAME: Vendor Independent (999999)
SPECIAL FEATURE: Screen Layouts Charts
DESCRIPTORS: Business Planning; Manufacturing; Metals Industry; Production Control; **Scheduling**; Shop Floor Control
REVISION DATE: 20010630

23/5/86 (Item 9 from file: 256)
DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.
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00089325 DOCUMENT TYPE: Review

PRODUCT NAMES: CA-Unicenter/ICE (Internet Commerce Enabled) (616699);
CA-OpenIngres/ICE (Internet Commerce Enabled) (616435)

TITLE: Internet ready for 'prime time'
AUTHOR: Dellinger, Michelle
SOURCE: Manufacturing Systems, v14 n2 p8(1) Feb 1996
ISSN: 0748-9488
Homepage: <http://www.manufacturingsystems.com>

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

Although many manufacturers are using the Internet, few make use of it for marketing and electronic commerce. Computer Associates is offering two products that will give manufacturers the ability to deploy Web servers with built-in security, monitoring, and storage capabilities for UNIX and Windows NT platforms. CA-Unicenter/ICE offers network and systems management for the Web systems, and CA-OpenIngres/ICE provides an HTML-enabled RDBMS. Using these tools, manufacturers can build systems to give **customers** direct access to their order-entry systems, and place **orders online**. CA's ICE (Internet Commerce Enabled) **products** also let manufacturers allow **customers** access to corporate data by offering security measures such as passwords and purchase-order protocols.

COMPANY NAME: Computer Associates International Inc (081957)
DESCRIPTORS: **Customer** Service; Electronic **Customer** Service; Ingres; Internet Marketing; Manufacturing; Web Servers; Webmasters

REVISION DATE: 20011130

Bode Akintola15-Apr-04

Set Items Description

S1 792871 CONSUMER? OR CUSTOMER? OR CLIENT? OR BUYER? OR PURCHASER? -
OR USER? OR SHOPPER? OR PERSON? ? OR INDIVIDUAL? OR RECIPIENT?

S2 966036 PURCHAS? OR BUYING OR BUY? ? OR SOLD OR SELL? ? OR SELLING
OR SALE? ? OR ORDER?

S3 707575 DATA? ? OR INFO OR INFORMATION

S4 398459 DELIVER? OR READY OR PICKUP OR PICK?()UP

S5 2136400 TIME OR DATE OR DURATION OR HOUR?? OR MINUTES

S6 1181846 PROGRESS? OR STAGE? ? OR STATUS OR FULFILL? OR PROCESS?

S7 767998 NOTIF? OR CONTACT??? OR ALERT? OR INFORM OR TRIGGER? OR IN-
FORM???

S8 1741931 ACTION? OR STEP? ? OR IMPROV? OR CORRECT? OR CHANG???

S9 465975 ASSIGN? OR DELEGAT? OR SCHEDUL?

S10 830730 COMPUTERI? OR AUTOMAT? OR ELECTRONIC? OR NETWORK? OR ONLINE
OR ON()LINE OR WEB? OR INTERNET? OR WWW

S11 812018 GOODS OR PACKAGE? OR ITEM? ? OR EQUIPMENT OR PRODUCT? ?

S12 65850 S2(5N)S11

S13 19789 S4(3N)S5

S14 9255 S10(15N)S12

S15 218 S13(S)S14

S16 159 S15(10N)S1

S17 28450 S2(5N)S7

S18 80 S17(25N)S13

S19 54 S17(S)S13(S)S9

S20 34 S18(S)(S9 OR S10)

S21 55 S18(20N)S1

S22 36 S18(S)S6

S23 108 S16(S)(S8 OR S9 OR S6 OR S7)

S24 82 S23(S)(S7 OR S8)

S25 71 (S19 OR S20 OR S21 OR S22) AND IC=G06F-017/60

? show file

File 348:EUROPEAN PATENTS 1978-2004/Apr W01
(c) 2004 European Patent Office

File 349:PCT FULLTEXT 1979-2002/UB=20040408,UT=20040401
(c) 2004 WIPO/Univentio

25/3,K/1 (Item 1 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS

(c) 2004 European Patent Office. All rts. reserv.

01679394

A delivery system

Ein Zustellungssystem

Un systeme de distribution

PATENT ASSIGNEE:

FUJITSU LIMITED, (211463), 1-1, Kamikodanaka 4-chome, Nakahara-ku,
Kawasaki-shi, Kanagawa 211-8588, (JP), (Applicant designated States:
all)

Sumitomo Mitsui Banking Corporation, (4478420), 1-2, 1-Chome Yurakucho
Chiyoda-ku,, Tokyo, (JP), (Applicant designated States: all)

INVENTOR:

Mori, Nobuyuki, c/o Fujitsu Limited, 1-1, Kamikodanaka 4-chome,
Nakahara-ku, Kawasaki-shi, Kanagawa 211, (JP)

Morita, Michihiro Sumitomo Mitsui Banking Corp., 3-2, Marunouchi 1-chome,
Chiyoda-ku, Tokyo 100-0005, (JP)

Masanao, Oki, Sumitomo Mitsui Banking Co., 1-2,1-chome Yurakucho,
Chiyoda-ku, Tokyo, (JP)

Hirota, Takaaki, Sumitomo Mitsui Banking Co., 1-2,1-chome Yurakucho,
Chiyoda-ku, Tokyo, (JP)

LEGAL REPRESENTATIVE:

Stebbing, Timothy Charles et al (59643), Haseltine Lake, Imperial House,
15-19 Kingsway, London WC2B 6UD, (GB)

PATENT (CC, No, Kind, Date): EP 1378846 A1 040107 (Basic)

APPLICATION (CC, No, Date): EP 2003015543 980204;

PRIORITY (CC, No, Date): JP 9723776 970206

DESIGNATED STATES: CH; DE; GB; LI; NL

RELATED PARENT NUMBER(S) - PN (AN):

EP 858057 (EP 98300799)

INTERNATIONAL PATENT CLASS: G06F-017/60 ; G07F-007/10

ABSTRACT WORD COUNT: 120

NOTE:

Figure number on first page: 52

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200402	1887
SPEC A	(English)	200402	45716
Total word count - document A			47603
Total word count - document B			0
Total word count - documents A + B			47603

INTERNATIONAL PATENT CLASS: G06F-017/60 ...

25/3,K/2 (Item 2 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS

(c) 2004 European Patent Office. All rts. reserv.

01679393

Medium storing money information

Medium zum Speichern von Geldinformationen

Milieu stockant l'information d'argent

PATENT ASSIGNEE:

FUJITSU LIMITED, (211463), 1-1, Kamikodanaka 4-chome, Nakahara-ku,
Kawasaki-shi, Kanagawa 211-8588, (JP), (Applicant designated States:

all)
 Sumitomo Mitsui Banking Corporation, (4478420), 1-2, 1-Chome Yurakucho
 Chiyoda-ku,, Tokyo, (JP), (Applicant designated States: all)
 INVENTOR:
 Mori, Nobuyuki, Fujitsu Limited, 1-1, Kamikodanaka 4-chome, Nakahara-ku,
 Kawasaki-shi, Kanagawa 211-8588, (JP)
 Morita, Michihiro, Sumimoto Mitsui Banking Corp., 3-2, Marunouchi
 1-chome,, Chiyoda-ku, Tokyo 100-0005, (JP)
 Oki, Masanao, Sumimoto Mitsui Banking Corp., 1-2 Chome Yurakucho,
 Chiyoda-ku, Tokyo, (JP)
 Hirota, Takaaki, Sumimoto MitsuiBanking Corp., 1-2, Chome Yurakucho,
 Chiyoda-ku, Tokyo, (JP)
 LEGAL REPRESENTATIVE:
 Stebbing, Timothy Charles et al (59643), Haseltine Lake, Imperial House,
 15-19 Kingsway, London WC2B 6UD, (GB)
 PATENT (CC, No, Kind, Date): EP 1378845 A2 040107 (Basic)
 EP 1378845 A3 040121
 APPLICATION (CC, No, Date): EP 2003015541 980204;
 PRIORITY (CC, No, Date): JP 9723776 970206
 DESIGNATED STATES: CH; DE; GB; LI; NL
 RELATED PARENT NUMBER(S) - PN (AN):
 EP 858057 (EP 98300799)
 INTERNATIONAL PATENT CLASS: G07F-007/10; **G06F-017/60** ; G07F-019/00
 ABSTRACT WORD COUNT: 250
 NOTE:
 Figure number on first page: 19

LANGUAGE (Publication,Procedural,Application): English; English; English
 FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200402	68
SPEC A	(English)	200402	45710
Total word count - document A			45778
Total word count - document B			0
Total word count - documents A + B			45778

 ...INTERNATIONAL PATENT CLASS: **G06F-017/60**

25/3,K/3 (Item 3 from file: 348)
 DIALOG(R)File 348:EUROPEAN PATENTS
 (c) 2004 European Patent Office. All rts..reserv.

01674590

Digital contents sales system
Digitalinhalts-Verkaufssystem
Systeme de ventes de contenu de numerique
 PATENT ASSIGNEE:

FUJITSU LIMITED, (211463), 1-1, Kamikodanaka 4-chome, Nakahara-ku,
 Kawasaki-shi, Kanagawa 211-8588, (JP), (Applicant designated States:
 all)
 Sumitomo Mitsui Banking Corporation, (4478420), 1-2, 1-Chome Yurakucho
 Chiyoda-ku,, Tokyo, (JP), (Applicant designated States: all)
 INVENTOR:
 Morita, Michihiro, Sumimoto Mitsui Banking Corp., 3-2, Marunouchi 1-chome
 , Chiyoda-ku, Tokyo 100-0005, (JP)
 Oki, Masanao, Sumimoto Mitsui Banking Corp., 1-1, 1-chome, Yurakucho\$,
 Chiyoda-ku, Tokyo, (JP)
 Hirota, Takaaki, Sumimoto MitsuiBanking Corp., 1-2, 1-chome, Yurakucho,
 Chiyoda-ku, Tokyo, (JP)
 LEGAL REPRESENTATIVE:
 Stebbing, Timothy Charles et al (59643), Haseltine Lake, Imperial House,

15-19 Kingsway, London WC2B 6UD, (GB)
PATENT (CC, No, Kind, Date): EP 1376432 A2 040102 (Basic)
EP 1376432 A3 040114
APPLICATION (CC, No, Date): EP 2003015542 980204;
PRIORITY (CC, No, Date): JP 9723776 970206
DESIGNATED STATES: CH; DE; GB; LI; NL
RELATED PARENT NUMBER(S) - PN (AN):
EP 858057 (EP 98300799)
INTERNATIONAL PATENT CLASS: G06F-017/60 ; H04L-009/08
ABSTRACT WORD COUNT: 73
NOTE:

Figure number on first page: 21

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:
Available Text Language Update Word Count
CLAIMS A (English) 200401 1584
SPEC A (English) 200401 45713
Total word count - document A 47297
Total word count - document B 0
Total word count - documents A + B 47297

INTERNATIONAL PATENT CLASS: G06F-017/60 ...

25/3,K/4 (Item 4 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2004 European Patent Office. All rts. reserv.

01674589

Financial process device

Vorrichtung fur finanzielle Verfahren

Dispositif de procedes financieres

PATENT ASSIGNEE:

FUJITSU LIMITED, (211463), 1-1, Kamikodanaka 4-chome, Nakahara-ku,
Kawasaki-shi, Kanagawa 211-8588, (JP), (Applicant designated States:
all)

Sumitomo Mitsui Banking Corporation, (4478420), 1-2, 1-Chome Yurakucho
Chiyoda-ku,, Tokyo, (JP), (Applicant designated States: all)

INVENTOR:

Mori, Nobuyuki, Fujitsu Limited, 1-1, Kamikodanaka 4-chome, Nakahara-ku,
Kawasaki-shi, Kanagawa 211-8588, (JP)

Morita, Michihiro, The Sakura Bank Limited, 3-1, Kudan Minami 1-chome,
Chiyoda-ku, Tokyo 102-0074, (JP)

Oki, Masanao, The Sakura Bank Limited, 3-1, Kudan Minami 1-chome,
Chiyoda-ku, Tokyo 102-0074, (JP)

Hirota, Takaaki, The Sakura Bank Limited, 3-1, Kudan Minami 1-chome,
Chiyoda-ku, Tokyo 102-0074, (JP)

LEGAL REPRESENTATIVE:

Stebbing, Timothy Charles et al (59643), Haseltine Lake, Imperial House,
15-19 Kingsway, London WC2B 6UD, (GB)

PATENT (CC, No, Kind, Date): EP 1376500 A2 040102 (Basic)
EP 1376500 A3 040107

APPLICATION (CC, No, Date): EP 2003015540 980204;

PRIORITY (CC, No, Date): JP 9723776 970206

DESIGNATED STATES: CH; DE; GB; LI; NL

RELATED PARENT NUMBER(S) - PN (AN):

EP 858057 (EP 98300799)

INTERNATIONAL PATENT CLASS: G07F-019/00; G06F-017/60 ; G07F-007/08

ABSTRACT WORD COUNT: 82

NOTE:

Figure number on first page: 59

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200401	759
SPEC A	(English)	200401	45715
Total word count - document A			46474
Total word count - document B			0
Total word count - documents A + B			46474

...INTERNATIONAL PATENT CLASS: G06F-017/60

25/3,K/5 (Item 5 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS

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01645965

Vehicle sales support system, method and computer program
System, Verfahren und Computerprogramm zur Unterstutzung von
Fahrzeugverkaufen

Systeme, procede et logiciel d'aide a la vente de vehicules

PATENT ASSIGNEE:

Mazda Motor Corporation, (547927), 3-1, Shinchi, Fuchu-cho, Aki-gun,
Hiroshima 730-8670, (JP), (Applicant designated States: all)

INVENTOR:

Takaoka, Hiroki, c/o Mazda Motor Corp., 3-1, Shinchi, Fuchu-cho, Aki-gun,
Hiroshima 730-8670, (JP)

LEGAL REPRESENTATIVE:

Muller-Bore & Partner Patentanwalte (100651), Grafinger Strasse 2, 81671
Munchen, (DE)

PATENT (CC, No, Kind, Date): EP 1355249 A1 031022 (Basic)

APPLICATION (CC, No, Date): EP 2003005125 030307;

PRIORITY (CC, No, Date): JP 200297602 020329; JP 2002261443 020906

DESIGNATED STATES: AT; BE; BG; CH; CY; CZ; DE; DK; EE; ES; FI; FR; GB; GR;
HU; IE; IT; LI; LU; MC; NL; PT; RO; SE; SI; SK; TR

EXTENDED DESIGNATED STATES: AL; LT; LV; MK

INTERNATIONAL PATENT CLASS: G06F-017/60

ABSTRACT WORD COUNT: 63

NOTE:

Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200343	2271
SPEC A	(English)	200343	12299
Total word count - document A			14570
Total word count - document B			0
Total word count - documents A + B			14570

INTERNATIONAL PATENT CLASS: G06F-017/60

25/3,K/6 (Item 6 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS

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01500514

METHOD OF PREPARING ESTIMATE FOR SHEET METAL WORKING

VERFAHREN ZUR ERSTELLUNG EINER ABSCHATZUNG FUR DIE BLECHBEARBEITUNG
PROCEDE DE PREPARATION D'UNE ESTIMATION POUR USINER UNE FEUILLE DE METAL
PATENT ASSIGNEE:

Amada Company, Ltd., (925366), 200, Ishida, Isehara-shi, Kanagawa
259-1196, (JP), (Applicant designated States: all)

INVENTOR:

EMORI, Ryuharu, AMADA COMPANY, LIMITED, 200, Ishida, Isehara-shi,
Kanagawa 259-1196, (JP)
TAKAGI, Toshio, AMADA COMPANY, LIMITED, 200, Ishida, Isehara-shi,
Kanagawa 259-1196, (JP)
TSUCHIDA, Koichi, AMADA COMPANY, LIMITED, 200, Ishida, Isehara-shi,
Kanagawa 259-1196, (JP)

LEGAL REPRESENTATIVE:

Grunecker, Kinkeldey, Stockmair & Schwanhauser Anwaltssozietat (100721)
, Maximilianstrasse 58, 80538 Munchen, (DE)

PATENT (CC, No, Kind, Date): EP 1357484 A1 031029 (Basic)
WO 2002054295 020711

APPLICATION (CC, No, Date): EP 2001272849 011225; WO 2001JP11351 011225

PRIORITY (CC, No, Date): JP 2000402721 001228

DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI;
LU; MC; NL; PT; SE; TR

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS: G06F-017/50; **G06F-017/60**

ABSTRACT WORD COUNT: 162

NOTE:

Figure number on first page: 02

LANGUAGE (Publication,Procedural,Application): English; English; Japanese
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200344	485
SPEC A	(English)	200344	7326
Total word count - document A			7811
Total word count - document B			0
Total word count - documents A + B			7811

...INTERNATIONAL PATENT CLASS: **G06F-017/60**

...ABSTRACT when requested to make an estimate of a product, makes an estimate and calculates a **delivery time** while designing the product, and **notifies** them to a **purchaser**. A **purchaser** (3) requests an order receiver (5) an estimate of a product. The order receiver (5)...

...determined from respective development drawings. Bending hours and bending costs are calculated from the bending **processes**. Then, the components are assembled into a product. A welding cost, painting cost and an assembling cost are calculated from the product. A **delivery time** and an estimate are **notified** to the **purchaser** based on the costs and times to thereby shorten a lead time in producing the...

25/3,K/7 (Item 7 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS

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01497543

NET ORDER SYSTEM

NETZ-BESTELLSYSTEM

SYSTEME DE COMMANDE SUR INTERNET

PATENT ASSIGNEE:

FUJITSU TEN LIMITED, (300132), 1-2-28 Gosho-dori, Hyogo-ku, Kobe-shi,
Hyogo 652-8510, (JP), (Applicant designated States: all)
INVENTOR:
MISHIMA, Masayuki, C/O FUJITSU TEN LTD, 2-28, Gosho-dori 1-chome,
Hyogo-ku, Kobe-shi, Hyogo 652-8510, (JP)
LEGAL REPRESENTATIVE:
Skone James, Robert Edmund (50281), GILL JENNINGS & EVERY Broadgate House
7 Eldon Street, London EC2M 7LH, (GB)
PATENT (CC, No, Kind, Date): EP 1367517 A1 031203 (Basic)
WO 2002073486 020919
APPLICATION (CC, No, Date): EP 2002702839 020308; WO 2002JP2195 020308
PRIORITY (CC, No, Date): JP 200165099 010308
DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI;
LU; MC; NL; PT; SE; TR
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI
INTERNATIONAL PATENT CLASS: G06F-017/60
ABSTRACT WORD COUNT: 120
NOTE:
Figure number on first page: 03

LANGUAGE (Publication,Procedural,Application): English; English; Japanese
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200349	221
SPEC A	(English)	200349	3057
Total word count - document A			3278
Total word count - document B			0
Total word count - documents A + B			3278

INTERNATIONAL PATENT CLASS: G06F-017/60

...SPECIFICATION purchaser by e-mail, using the expected shipping date notification.

If necessary, a store is **notified** by e-mail (an **orderer** can search and check his/her own order and a store can search and check its own order). Further, the completion of shipping is **notified** to a **purchaser**, a store, etc., by the shipping completion notification. Still further, a confirmed **delivery schedule date** is **notified** to a **purchaser**, a store, etc., by the store delivery **schedule** notification, when the product is delivered at the store. The date can be checked, similarly. The completion of delivery (arrival) is **notified** to a **purchaser** and a manufacturer (distributor on the **network**) by the store delivery completion notification.

Fig. 5 shows an example of a payment method...

25/3,K/8 (Item 8 from file: 348)
DIALOG(R) File 348:EUROPEAN PATENTS
(c) 2004 European Patent Office. All rts. reserv.

01484899

EYEGASSES ORDER/SALE SYSTEM OVER NETWORK AND ITS METHOD
BRILLENBESTELL-/VERKAUFSSYSTEM UBER EIN NETZWERK UND VERFAHREN DAFUR
SYSTEME DE COMMANDE/VENTE DE LUNETTES SUR RESEAU ET PROCEDE CORRESPONDANT
PATENT ASSIGNEE:

Vision Optic Co., Ltd., (2744741), 4-2, Choeiji, Higashiosaka-shi, Osaka
577-0055, (JP), (Applicant designated States: all)
INVENTOR:
Yoshida, Takehiko, c/o Vision Optic Co., Ltd, 4-2, Choeiji,
Higashiosaka-shi, Osaka 577-0055, (JP)

LEGAL REPRESENTATIVE:

Schoppe, Fritz, Dipl.-Ing. (55465), Patentanwalte Schoppe, Zimmermann,
Stockeler & Zinkler, P.O. Box 246, 82043 Pullach bei Munchen, (DE)

PATENT (CC, No, Kind, Date): EP 1336924 A1 030820 (Basic)
WO 2002042969 020530

APPLICATION (CC, No, Date): EP 2001982788 011115; WO 2001JP9978 011115

PRIORITY (CC, No, Date): JP 2000357482 001124

DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI;
LU; MC; NL; PT; SE; TR

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS: G06F-017/60

ABSTRACT WORD COUNT: 227

NOTE:

Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; Japanese

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200334	2198
SPEC A	(English)	200334	20338
Total word count - document A			22536
Total word count - document B			0
Total word count - documents A + B			22536

INTERNATIONAL PATENT CLASS: G06F-017/60

...SPECIFICATION to Fig. 31 to Fig. 52.

This method offers a contact lens delivery service whereby **customers** who have bought a disposable contact lens within one year before the application **date** for the **delivery** service can **order** the same **contact** lens as the one currently in use with the use of a mobile interface 3001...if there is a mistake, s/he can select "cancel" to cancel the order.

Suppose "**order**" has been selected, the **contact** lens **ordering** and marketing service center 3002 transmits a **delivery date** confirmation window shown in Fig. 49 to the mobile interface 3001.

Thereupon, at the **contact** lens **ordering** and marketing service center 3002, the controller 3030 controls the **electronic** shop information **processor** 3021 to check the stock or the like of the lenses. It then controls the display information creating unit 3022 and lens ordering and marketing **processor** 3023 to indicate the order date and place of delivery of the ordered item, and...

25/3,K/9 (Item 9 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS

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01434904

A method for controlling the flow of several types of articles

Verfahren zum Steuern des Durchflusses von Artikeln unterschiedlicher Art

Procede de controle du flux de plusieurs types d'articles

PATENT ASSIGNEE:

Bossard AG, (2411300), Steinhauserstrasse 70, 6305 Zug, (CH), (Applicant designated States: all)

INVENTOR:

Muncy Henderson, Irving D., Hochwachtstrasse 36, 8312 Steinhausen, (CH)

Grob, Beat J., Zugerstrasse 4, 6330 Cham, (CH)

LEGAL REPRESENTATIVE:

Blum, Rudolf Emil Ernst (24791), c/o E. Blum & Co Patentanwalte

Vorderberg 11, 8044 Zurich, (CH)
PATENT (CC, No, Kind, Date): EP 1217345 A1 020626 (Basic)
APPLICATION (CC, No, Date): EP 2000128386 001222;
DESIGNATED STATES: CH; DE; DK; FR; LI
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI
INTERNATIONAL PATENT CLASS: G01G-019/414; **G06F-017/60**
ABSTRACT WORD COUNT: 149
NOTE:

Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200226	663
SPEC A	(English)	200226	2413
Total word count - document A			3076
Total word count - document B			0
Total word count - documents A + B			3076

...INTERNATIONAL PATENT CLASS: **G06F-017/60**

...CLAIMS 1) comprising the steps of

storing, at the point of usage (1), the articles in **electronically**
monitored storage locations (5),

monitoring the amount of articles at the point of usage (1) and
triggering orders for the suppliers (10a, 10b, 10c) for delivering
refills for the storage locations,

characterized by the steps of

determining a **date of delivery** (t4) for delivering the refills
for several types of articles,

maintaining a data base (21...

25/3,K/10 (Item 10 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2004 European Patent Office. All rts. reserv.

01424766

GOODS SALES METHOD AND GOODS SALES APPARATUS
WAREN-VERKAUFS-VERFAHREN UND WAREN-VERKAUFS-VORRICHTUNG
PROCEDE ET APPAREIL DE VENTE DE MARCHANDISES

PATENT ASSIGNEE:

NTT DoCoMo, Inc., (3031180), 11-1, Nagatacho 2-chome, Chiyoda-ku, Tokyo
100-6150, (JP), (Applicant designated States: all)

INVENTOR:

NAGAOKA, Tatsuji, 4-11, Ainosato 2-jyo 7-chome, Kita-ku, Sapporo-shi,
Hokkaido 002-8072, (JP)

NOMURA, Kazuo, 26-12-401, Chidori 2-chome, Ota-ku, Tokyo 146-0083, (JP)

HIRUMA, Yutaka, 26-9-205, Nerima 1-chome, Nerima-ku, Tokyo 176-0001, (JP)

LEGAL REPRESENTATIVE:

HOFFMANN EITLE (101512), Patent- und Rechtsanwälte Arabellastrasse 4,
81925 Munchen, (DE)

PATENT (CC, No, Kind, Date): EP 1220134 A1 020703 (Basic)
WO 200219194 020307

APPLICATION (CC, No, Date): EP 2001961256 010831; WO 2001JP7540 010831

PRIORITY (CC, No, Date): JP 2000264698 000831
DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI;
LU; MC; NL; PT; SE; TR
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI
INTERNATIONAL PATENT CLASS: G06F-017/60
ABSTRACT WORD COUNT: 160
NOTE:

Figure number on first page: 6

LANGUAGE (Publication,Procedural,Application): English; English; Japanese
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200227	380
SPEC A	(English)	200227	4807
Total word count - document A			5187
Total word count - document B			0
Total word count - documents A + B			5187

INTERNATIONAL PATENT CLASS: G06F-017/60

...SPECIFICATION in the portable communication terminal 2. For example, the portable communication terminal 2 of a **recipient** for the goods may **notify** a **purchaser** by transmitting a warning that the goods have not been **delivered** once an appointed **date** of **delivery** has passed; or may transmit the warning to a sender of the goods. The portable...

25/3,K/11 (Item 11 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS

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01412646

PRODUCTION PLANNING METHOD AND SYSTEM FOR PREPARING PRODUCTION PLAN
PRODUKTIONSPLANUNGSVERFAHREN UND VORRICHTUNG ZUR VORBEREITUNG EINES
PRODUKTIONSPLANS

PROCEDE DE PLANIFICATION DE PRODUCTION ET SYSTEME DE PREPARATION D'UN PLAN
DE PRODUCTION

PATENT ASSIGNEE:

TEIJIN LIMITED, (212524), 6-7, Minamihonmachi 1-chome Chuo-ku, Osaka-shi
Osaka 541-0054, (JP), (Applicant designated States: all)

INVENTOR:

KURIHARA, Hideshi, c/o Teijin Limited, Matsuyama Factory, 77,
Kitayoshida-cho, Matsuyama-shi, Ehime 791-8041, (JP)

IIMURO, Hiroyuki, c/o Teijin Limited, Matsuyama Factory, 77,
Kitayoshida-cho, Matsuyama-shi, Ehime 791-8041, (JP)

OSAGAWA, Kenichi, c/o Teijin Limited, 1-1, Uchisaiwaichou 2-chome,
Chiyoda-ku, Tokyo 100-0011, (JP)

TANAKA, Yasuhiro, c/o Teijin Limited, 6-7, Minamihommachi 1-chome,
Chuo-ku, Osaka-shi, Osaka 541-0054, (JP)

HIROTA, Masashi, c/o KITASEN LIMITED, Ro-131, Taiseiji-Kamifukuda-cho,
Kaga-shi, Ishikawa 922-0004, (JP)

MORIOKA, Tsutomu, c/o INFOCOM CORPORATION, 6-7, Minamihommachi 1-chome,
Chuo-ku, Osaka-shi, Osaka 541-0054, (JP)

UETANI, Hideaki, c/o Teijin WOW Limited, 6-7, Minamihommachi 1-chome,
Chuo-ku, Osaka-shi, Osaka 541-0054, (JP)

LEGAL REPRESENTATIVE:

HOFFMANN - EITLE (101511), Patent- und Rechtsanwälte Arabellastrasse 4,
81925 Munchen, (DE)

PATENT (CC, No, Kind, Date): EP 1310845 A1 030514 (Basic)
WO 2002010872 020207

APPLICATION (CC, No, Date): EP 2001953321 010726; WO 2001JP6484 010726
PRIORITY (CC, No, Date): JP 2000228804 000728; JP 2000231188 000731; JP
2000234858 000802

DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI;
LU; MC; NL; PT; SE; TR

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS: G05B-019/418; **G06F-017/60**

ABSTRACT WORD COUNT: 146

NOTE:

Figure number on first page: 3A 3B 3C 3D

LANGUAGE (Publication,Procedural,Application): English; English; Japanese
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200320	2938
SPEC A	(English)	200320	20027
Total word count - document A			22965
Total word count - document B			0
Total word count - documents A + B			22965

...INTERNATIONAL PATENT CLASS: **G06F-017/60**

...SPECIFICATION amount exceeding product inventory amount"), orders cannot be received (processing step S8).

In cases where **orders** cannot be received, after **contacting** the **customer** and discussing the matter, a different **time of delivery** is negotiated, or other actions are taken.

In processing step S6, in cases where "procurement...be able to perform processing without wait times, and the overall production (processing) period and **time of delivery** for the order in question are decided (step S407 in Fig. 11).

The **customer** which had placed the **order** is **notified** of the **time of delivery** thus determined via the **network** 213 or by fax machine or telephone (step S408 in Fig. 11). Or, the production plan creation system 201 of the order recipient may be provided with a **web** server, and the time of delivery data displayed on a **web** page prepared on the server, in such a manner that the customer can access the **web** page from the customer terminal 202 with a browser. On the other hand, the dyeing...

...of a production plan at the time of receipt of the order, of the production (**processing**) space and production (**processing**) period information thus decided (step S409 in Fig. 11).

The processing explained above (steps S403...

25/3,K/12 (Item 12 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS

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01403280

Marketing support system for mechanical components

System fur die Verkaufsforderung von mechanischen Bauteilen

Systeme de support de marketing de composants mecaniques

PATENT ASSIGNEE:

NTN CORPORATION, (308502), 3-17, Kyomachibori 1-chome, Nishi-ku,

Osaka-shi, Osaka-fu, (JP), (Applicant designated States: all)

INVENTOR:

Takahashi, Yutaka, c/o NTN Corporation, 3-17, Kyomachibori 1-chome,

Nishi-ku, Osaka-shi, Osaka-fu, (JP)

Iguchi, Kouhei, c/o NTN Corporation, 3-17, Kyomachibori 1-chome, Nishi-ku

, Osaka-shi, Osaka-fu, (JP)

LEGAL REPRESENTATIVE:

Freed, Arthur Woolf et al (30752), Edward Evans Barker Clifford's Inn
Fetter Lane, London EC4A 1BZ, (GB)

PATENT (CC, No, Kind, Date): EP 1187051 A1 020313 (Basic)

APPLICATION (CC, No, Date): EP 2001307250 010828;

PRIORITY (CC, No, Date): JP 2000273730 000908

DESIGNATED STATES: DE; FR; GB; IT

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS: G06F-017/60

ABSTRACT WORD COUNT: 126

NOTE:

Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200211	445
SPEC A	(English)	200211	6771
Total word count - document A			7216
Total word count - document B			0
Total word count - documents A + B			7216

INTERNATIONAL PATENT CLASS: G06F-017/60

...SPECIFICATION and the product number, is informed of this inquiry that is distributed over the open **network**. The **informed sales** agency 2 registers the offering price, the **date of delivery** and the like to the inquiry database. The registered contents are transmitted to the **purchaser** 3 as a reply to the inquiry.

Incidentally, the supplier 1 can take the initiative...

25/3,K/13 (Item 13 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS

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01389457

Monitoring of location-associated events

Verfolgen von mit einem Aufenthaltsort assoziierten Ereignissen

Suivi d'evenements associes avec un emplacement

PATENT ASSIGNEE:

Hewlett-Packard Company, (206033), 3000 Hanover Street, M/S 20BN, Palo
Alto, CA 94304, (US), (Applicant designated States: all)

INVENTOR:

I'Anson, Colin, 16 Kynges Mill Close, Frenchay, Bristol BS16 1JL, (GB)
Hawkes, Rycharde Jeffrey, 15 Eaton Crescent, Clifton, Bristol BS8 2EJ,
(GB)

McDowell, James Thomas Edward, 11 Beauford Road, Clifton, Bristol BS8 2JU
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Crouch, Simon E, School Cottage, Staton St. Quinton, Chippenham,
Wiltshire SN14 6DR, (GB)

LEGAL REPRESENTATIVE:

Squibbs, Robert Francis et al (36277), Hewlett-Packard Limited IP Section
Building 3 Filton Road, Stoke Gifford Bristol BS34 8QZ, (GB)

PATENT (CC, No, Kind, Date): EP 1178423 A1 020206 (Basic)

APPLICATION (CC, No, Date): EP 2001303212 010405;

PRIORITY (CC, No, Date): GB 8929 000411

DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI;
LU; MC; NL; PT; SE; TR
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI
INTERNATIONAL PATENT CLASS: G06F-017/60
ABSTRACT WORD COUNT: 173

NOTE:

Figure number on first page: 9

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200206	1064
SPEC A	(English)	200206	8623
Total word count - document A			9687
Total word count - document B			0
Total word count - documents A + B			9687

INTERNATIONAL PATENT CLASS: G06F-017/60

...SPECIFICATION transmissions 91 from short-range Tx/Rx 90 that include the ID of the business. **Process** 92 checks received IDs against stored reminders and if there is a match, generates a proximity trigger 93 to a check- **status process** 94. This **process** sends a check- **status** message, including customer and order ID, back to the Tx/Rx 90 (see arrow 95). The check- **status** message is passed to the contact center 88 of the business (which may or may not be located on premises 70) and an order **status** check is carried out (**process** 96), the result of which is returned (arrow 97) via Tx/Rx 90 to the...

...6 embodiment, if a due date has been stored with the reminder, where the order **status** is not ready, a check can now be made as to whether the **order** is overdue. The **user** is **alerted** (**process** 98) if either the **order** is overdue or is ready. The **user** can now proceed as described with respect to Figure 6, for example either by sending back a **pick up time** if the order is ready (arrow 99), or by calling the business if the order...

25/3,K/14 (Item 14 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS

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01349169

Method, system and apparatus for effecting electronic commercial transactions

Verfahren, System und Apparat zum Ausfuehren von elektronischen kommerziellen Transaktionen

Methode, systeme et appareil de realisation de transactions commerciales electroniques

PATENT ASSIGNEE:

TOYOTA JIDOSHA KABUSHIKI KAISHA, (203740), 1, Toyota-cho, Toyota-shi, Aichi-ken 471-8571, (JP), (Applicant designated States: all)

INVENTOR:

Fujiwara, Yasuhisa, c/o Toyota Jidosha Kabushiki Kaisha, 1, Toyota-cho, Toyota-shi, Aichi-ken 471-8571, (JP)

LEGAL REPRESENTATIVE:

Leson, Thomas Johannes Alois, Dipl.-Ing. (78982), Tiedtke-Buhling-Kinne & Partner GbR, TBK-Patent, Bavariaring 4, 80336 Munchen, (DE)

PATENT (CC, No, Kind, Date): EP 1152357 A2 011107 (Basic)

EP 1152357 A3 011114

APPLICATION (CC, No, Date): EP 2001108926 010410;
PRIORITY (CC, No, Date): JP 2000113323 000414
DESIGNATED STATES: DE; FR; GB
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI
INTERNATIONAL PATENT CLASS: G06F-017/60
ABSTRACT WORD COUNT: 154
NOTE:

Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200145	2027
SPEC A	(English)	200145	6270
Total word count - document A			8297
Total word count - document B			0
Total word count - documents A + B			8297

INTERNATIONAL PATENT CLASS: G06F-017/60

...SPECIFICATION visits the car dealer. In this sense, it has not been easy for the vehicle **user** to purchase and install the desired parts on the vehicle. Even after the **user** concludes **contacts** with the dealer regarding the **purchase** and installation of the desired parts, the dealer may not be able to know the exact **date** of **delivery** of the parts from the parts supplier when placing a purchase order with the supplier, and thus cannot inform the **user** of the exact date and time of completion of the installation of the parts on...

25/3,K/15 (Item 15 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS

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01331746

Integrated control system for information on machinery and materials
Integriertes Steuersystem fur Informationen uber Maschinen und Materialien
Systeme de controle d'informations sur des machines et des materiaux

PATENT ASSIGNEE:

Sumitomo Corporation, (213571), 5-33, Kitahama 4-chome, Chuo-ku,
Osaka-shi, Osaka 540-8666, (JP), (Applicant designated States: all)

INVENTOR:

Tarumi, Masayuki, 1-23-17-201, Kamikohtohen, Nishinomiya-shi, Hyogo
662-0813, (JP)

Fuchigami, Toshiyuki, 12-4, Murasakinonishifunaoka-cho, Kita-ku,
Kyoto-shi, Kyoto 603-8225, (JP)

Yoshida, Minoru, 1-13-8-407, Ohike, Ibaraki-shi, Osaka 567-0826, (JP)

LEGAL REPRESENTATIVE:

Glawe, Delfs, Moll & Partner (100692), Patentanwalte Postfach 26 01 62,
80058 Munchen, (DE)

PATENT (CC, No, Kind, Date): EP 1136928 A2 010926 (Basic)
EP 1136928 A3 011107

APPLICATION (CC, No, Date): EP 2001106125 010313;

PRIORITY (CC, No, Date): JP 200071229 000314

DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI;
LU; MC; NL; PT; SE; TR

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS: G06F-017/60

ABSTRACT WORD COUNT: 145

NOTE:

Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200139	705
SPEC A	(English)	200139	3953
Total word count - document A			4658
Total word count - document B			0
Total word count - documents A + B			4658

INTERNATIONAL PATENT CLASS: G06F-017/60

...SPECIFICATION specific example, the controller inputs the details of the order (e.g. type, quantity and **delivery time**) onto the above-mentioned home pages for integrated control, and further, **notifies** the details of the **order** by means such as e-mail. The machinery and materials manufacturer who has received the...

...starts to proceed with the arrangements for the order as well as inputs information regarding **delivery time** (e.g. **delivery schedule**) onto the above-mentioned home pages using the manufacturer's equipment C1 (computer C10 for materials manufacturer to change the above-input **delivery time** information later.

As to the system according to the present invention, the machinery and materials...

25/3,K/16 (Item 16 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS

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01272860

Network system

Netzwerkssystem

Système de réseau

PATENT ASSIGNEE:

FUJITSU LIMITED, (211463), 1-1, Kamikodanaka 4-chome, Nakahara-ku, Kawasaki-shi, Kanagawa 211-8588, (JP), (Applicant designated States: all)

INVENTOR:

Monma, Hitoshi, Fujitsu Limited, 4-1-1, Kamikodanaka, Nakahara-ku, Kawasaki-shi, Kanagawa 211-8588, (JP)

Hayashi, Katsumi, Fujitsu Limited, 4-1-1, Kamikodanaka, Nakahara-ku, Kawasaki-shi, Kanagawa 211-8588, (JP)

Imajima, Yoshiaki, Fujitsu Limited, 4-1-1, Kamikodanaka, Nakahara-ku, Kawasaki-shi, Kanagawa 211-8588, (JP)

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LEGAL REPRESENTATIVE:

Sunderland, James Harry et al (47951), Haseltine Lake & Co., Imperial House, 15-19 Kingsway, London WC2B 6UD, (GB)

PATENT (CC, No, Kind, Date): EP 1096403 A2 010502 (Basic)

EP 1096403 A3 040121

APPLICATION (CC, No, Date): EP 2000123334 001027;

PRIORITY (CC, No, Date): JP 99309157 991029

DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI; LU; MC; NL; PT; SE

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI
INTERNATIONAL PATENT CLASS: G06F-017/60 ; G07F-019/00; H04K-001/00;
H04L-009/00
ABSTRACT WORD COUNT: 227
NOTE:

Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200118	887
SPEC A	(English)	200118	5562
Total word count - document A			6449
Total word count - document B			0
Total word count - documents A + B			6449

INTERNATIONAL PATENT CLASS: G06F-017/60 ...

...SPECIFICATION will not be repeated here.

As shown in FIG. 3, in operation S41, the content **processing** factory 3 sends the intermediary computer 2 **notification** of the **ordering** information 32 (such as the **user** ID, the service code, the product code, the amount of money, and the **delivery date** plus variable days (alpha), etc.). Next, in operation S42, the intermediary computer 2 receives the...

25/3,K/17 (Item 17 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
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00945612

Electronic commerce settlement system

Elektronisches Rechnungsbegleichungsverfahren fur den elektronischen Handelsverkehr

Systeme de reglement des paiements en commerce electronique

PATENT ASSIGNEE:

FUJITSU LIMITED, (211466), 1-1, Kamikodanaka 4-chome, Nakahara-ku, Kawasaki-shi, Kanagawa 211-8588, (JP), (Applicant designated States: all)

The Sakura Bank, Ltd., (2471480), 3-1, Kudan Minami 1-chome, Chiyoda-ku, Tokyo 102-0074, (JP), (Applicant designated States: all)

INVENTOR:

Mori, Nobuyuki, Fujitsu Limited, 4-1-1, Kamikodanaka, Nakahara-ku, Kawasaki-shi, Kanagawa 211-8588, (JP)

Morita, Michihiro, The Sakura Bank, Ltd., 3-1, Kudan Minami 1-chome, Chiyoda-ku, Tokyo 102-0074, (JP)

Oki, Masanao, The Sakura Bank, Ltd., 3-1, Kudan Minami 1-chome, Chiyoda-ku, Tokyo 102-0074, (JP)

Hirota, Takaaki, The Sakura Bank, Ltd., 3-1, Kudan Minami 1-chome, Chiyoda-ku, Tokyo 102-0074, (JP)

LEGAL REPRESENTATIVE:

Stebbing, Timothy Charles et al (59641), Haseltine Lake & Co., Imperial House, 15-19 Kingsway, London WC2B 6UD, (GB)

PATENT (CC, No, Kind, Date): EP 858057 A2 980812 (Basic)
EP 858057 A3 990908

APPLICATION (CC, No, Date): EP 98300799 980204;

PRIORITY (CC, No, Date): JP 9723776 970206

DESIGNATED STATES: CH; DE; GB; LI; NL

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

RELATED DIVISIONAL NUMBER(S) - PN (AN):

(EP 2003015540)
(EP 2003015541)
(EP 2003015542)
(EP 2003015543)
(EP 2003015545)

INTERNATIONAL PATENT CLASS: G07F-007/12; G07F-007/10; **G06F-017/60** ;
G07F-019/00

ABSTRACT WORD COUNT: 107

NOTE:

Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	9833	7180
SPEC A	(English)	9833	45718
Total word count - document A			52898
Total word count - document B			0
Total word count - documents A + B			52898

...INTERNATIONAL PATENT CLASS: **G06F-017/60**

...SPECIFICATION a return-of-goods request is issued to the deliverer's processing unit 7.

The **processing** unit at the purchaser's financial institution 3 notifies the purchaser's **processing** unit 1 of the result through the transaction management device 5 (S636). On the other hand, a seller issues returned goods acceptance certification to a deliverer (S638). The deliverer's **processing** unit 7 notifies the transaction management device 5 of the completion of returned goods delivery...

...the receipt certification (S640). The transaction management device 5 enters it in the database, and **notifies** the **processing** unit at the **purchaser** 's financial institution 3 of the completion (S642).

Since the actual **delivery date** is given to the **processing** unit at the **purchaser** 's financial institution 3 at this time point, the **processing** unit at the purchaser's financial institution 3 newly sets the term of the number...

25/3,K/18 (Item 18 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS

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00939806

An electronic trading method

Elektronisches Handelsverfahren

Methode de commerce electronique

PATENT ASSIGNEE:

Hitachi, Ltd., (204141), 6, Kanda Surugadai 4-chome, Chiyoda-ku, Tokyo
101, (JP), (Applicant designated States: all)

INVENTOR:

Teramura, Takeshi, 40-1, Utsukushigaokanishi-2-chome, Aoba-ku,
Yokohama-shi, (JP)

Hiroya, Masaaki, 40-1, Utsukushigaokanishi-2-chome, Aoba-ku, Yokohama-shi
, (JP)

Ito, Atsushi, 7-2-701, Nakane-2-chome, Meguro-ku, Tokyo, (JP)

LEGAL REPRESENTATIVE:

Hackney, Nigel John et al (76991), Mewburn Ellis, York House, 23 Kingsway
, London WC2B 6HP, (GB)

PATENT (CC, No, Kind, Date): EP 854462 A2 980722 (Basic)
EP 854462 A3 000105

APPLICATION (CC, No, Date): EP 97309364 971120;

PRIORITY (CC, No, Date): JP 96310381 961121

DESIGNATED STATES: DE; FR; GB

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS: G07F-019/00; **G06F-017/60**

ABSTRACT WORD COUNT: 231

NOTE:

Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	9830	1269
SPEC A	(English)	9830	5098
Total word count - document A			6367
Total word count - document B			0
Total word count - documents A + B			6367

...INTERNATIONAL PATENT CLASS: **G06F-017/60**

...SPECIFICATION step 5002). When the consumer terminal receives the rejection-of-ordering notification message 4203, the **consumer** terminal 10 stops processing. That is, the trading is stopped.

When the rejection-of- **ordering notification** message 4203 is not received, the **consumer** terminal determines on the basis of time data from the timer unit 1106 whether the **delivery date** 3114 elapses or not (step 5003). When the delivery date has elapsed, step 5006 is...

25/3,K/19 (Item 1 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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01043359 **Image available**

METHODS, SYSTEMS, AND OPTIONS FOR PUBLICATION ADVERTISEMENT INFORMATION MANAGEMENT

PROCEDES, SYSTEMES ET OPTIONS POUR LA GESTION D'INFORMATIONS DE PUBLICITE DE PUBLICATIONS

Patent Applicant/Assignee:

PUB-SPECS LLC, 233 E. Wacker Drive, Suite 4602, Chicago, IL 60601-5116,
US, US (Residence), US (Nationality), (For all designated states
except: US)

Patent Applicant/Inventor:

DOMBROWSKI Paul Joseph, 7258 Forest Avenue, Hammond, IN 46324, US, US
(Residence), US (Nationality), (Designated only for: US)

SKURSKI Michael Richard, 65 N. Buesching Road, Lake Zurich, IL 60047, US,
US (Residence), US (Nationality), (Designated only for: US)

Legal Representative:

BARICH Joseph M (agent), McAndrews Held & Malloy, Ltd., 500 W. Madison,
Suite 3400, Chicago, IL 60661, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200373349 A1 20030904 (WO 0373349)

Application: WO 2003US5876 20030226 (PCT/WO US0305876)

Priority Application: US 2002359633 20020226; US 2003375579 20030225

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU
CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP
KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO
RU SC SD SE SG SK SL TJ TM TN TR TT TZ UA UG US UZ VC VN YU ZA ZM ZW

(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IT LU MC NL PT SE SI
SK TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 12435

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... 2@ 708 CITY@ 709 STATE, 710 ZIP CODE, 711

TELEPHONE NUMBER, 712 FAX NUMBER, 713 WEB SITE URL, 714 FILE

1 0 TRANSFER PROTOCOL LOCATION (FTP SITE), 715 E-MAIL ADDRESS...

...CONTACT, 722 FILE TRANSMISSION

INFORMATION CONTACT, 723 MEDIA KIT INFORMATION CONTACT, 724

RATE CARD INFORMATION CONTACT, 725 ADVERTISING SALES CONTACT,

726 SPACE CLOSE DATE, 727 MATERIAL CLOSE DATE, 728 INSERTION

ORDER CLOSE DATE, 729 INSERT MATERIAL DELIVERY DATE.

Figures SA-E illustrate an exemplary first size information section 1908
of the publisher's...

25/3,K/20 (Item 2 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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01012950 **Image available**

AUTOMATED PRODUCT SOURCING FROM MULTIPLE FULFILLMENT CENTERS

**DETERMINATION AUTOMATIQUE DE LA SOURCE D'APPROVISIONNEMENT DE PRODUITS A
PARTIR DE MULTIPLES CENTRES D'EXECUTION DES COMMANDES**

Patent Applicant/Assignee:

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(Residence), US (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

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Legal Representative:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200342894 A1 20030522 (WO 0342894)

Application: WO 2002US36933 20021115 (PCT/WO US0236933)

Priority Application: US 2001899 20011115

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP

KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO

RU SC SD SE SG SI SK SL TJ TM TN TR TT TZ UA UG US UZ VN YU ZA ZM ZW

(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR IE IT LU MC NL PT SE SK TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 7177

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... 11 and described in more detail below.

After procedure 340 determines the delivery options, the **web** server 104 presents those options to the customer 102 ...of the presented options, or else specifies a particular receive date (step 306). Once the **web** server 104 receives the selection of the customer 102, the server 104 submits the order to one of the **fulfillment** centers 110 at step 308. This is easy to accomplish because the delivery option engine 106 associates the delivery options that it presents to the **web** server 104 with a particular **fulfillment** center 110. Thus, when a **customer** 102 selects a delivery option in step 306, the **web** server 104 will know which fulfillment center should be notified of the **order** in step 308. This is true whether the **customer** 102 selects one - 13 of the presented options, or whether the **customer** 102 selects their own **delivery date**.

The appropriate fulfillment center 110 then adjusts its inventory to indicate that the product selected by the **customer** is no longer available for commitment (step 310). This is done immediately, even if the...

25/3,K/21 (Item 3 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00963611 **Image available**

**EXTENDED WEB ENABLED MULTI-FEATURED BUSINESS TO BUSINESS COMPUTER SYSTEM
FOR RENTAL VEHICLE SERVICES
SYSTEME INFORMATIQUE INTERENTREPRISES A ELEMENTS MULTIPLES A ACCES INTERNET
POUR SERVICES DE LOCATION DE VEHICULES**

Patent Applicant/Assignee:

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Patent Applicant/Inventor:

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Legal Representative:

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Patent and Priority Information (Country, Number, Date):
Patent: WO 200297700 A2 20021205 (WO 0297700)
Application: WO 2001US51431 20011019 (PCT/WO US0151431)
Priority Application: US 2000694050 20001020
Parent Application/Grant:
Related by Continuation to: US 2000694050 20001020 (CIP)
Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU
CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP
KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PH PL PT RO RU
SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 237932

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Detailed Description

Detailed Description

... the car.

Once the filters for geography and holding requirements
are active, the present invention **delivers** a list of available
vehicles for sale. At this point the adjuster and owner
review...for the following record formats' date value fields.

Authorization Detail Is (AUTD01) Authorization Expiration Date, - **Date**
of
Birth and **Pickup Date**
Renter Detail's (RNTD02) Date of Loss
Insured Detail's (INSD01) Policy Expiration Date
Cancellation...

25/3,K/22 (Item 4 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00952628 **Image available**

**CENTRALIZED NEGOCIATION AND OFFER SYSTEM AND RESPECTIVE OPERATIONAL METHODS
OF OFFER, BUSINESSES AND MERCANTILE ACTIVITIES PROCESS APPLIED TO
PRODUCTIVE SECTORS**

**SYSTEME DE NEGOCIATIONS ET D'OFFRES CENTRALISE ET PROCEDES OPERATIONNELS
D'ACTIVITES D'OFFRES, DE REALISATION D'AFFAIRES ET DE TRANSACTIONS
COMMERCIALES APPLIQUES A LA PRODUCTIVITE**

Patent Applicant/Assignee:

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Patent and Priority Information (Country, Number, Date):
Patent: WO 200286774 A1 20021031 (WO 0286774)
Application: WO 2001BR135 20011025 (PCT/WO BR0100135)
Priority Application: BR 20011836 20010423
Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU
CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR
KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE
SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 12651
Main International Patent Class: G06F-017/60
Fulltext Availability:
Claims

Claim

... future delivery, receiving payment in
currency in cash or in advance and accomplishing the good **delivery** at
the local, **time** and quality agreed, always adding a guarantee of
delivery.
9th) "CENTRALIZED NEGOCIATION AND OFFER SYSTEM...the business settlement
carried out by the parties with
the issuance of proving documents for **Purchaser** and Seller;
h) CNS **notifies** **Purchaser** 's and Seller's banks for the business
financial carrying out;
i) CNS notifies the...registers the business settlement carried out by
the parties, with
issuance of probative documents for **Purchaser** and Seller; and
h) CNS **notifies** the **Purchaser** 's and Seller's banks for the business
financial carrying out of the accomplished business...by the classifying
organs (21) specialized of
each economical segment;
c) Warranty (G): consists of **assigning** a warranty code (22) enabling
the good trade. This activity can be automatic, according to...

25/3,K/23 (Item 5 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00943767 **Image available**
SYSTEM, METHOD AND COMPUTER PROGRAM PRODUCT FOR A SUPPLY CHAIN MANAGEMENT
SYSTEME, PROCEDE ET PRODUIT PROGRAMME INFORMATIQUE CONCUS POUR UNE GESTION
DE CHAINE D'APPROVISIONNEMENT
Patent Applicant/Assignee:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200277917 A1 20021003 (WO 0277917)

Application: WO 2002US8287 20020319 (PCT/WO US0208287)

Priority Application: US 2001815580 20010323; US 2001815598 20010323; US
2001816565 20010323; US 2001816488 20010323; US 2001816426 20010323; US
2001815899 20010323; US 2001816507 20010323; US 2001816422 20010323; US
2001816269 20010323; US 2001816491 20010323; US 2001816101 20010323; US
2001816231 20010323; US 2001816421 20010323; US 2001816069 20010323; US
2001816296 20010323; US 2001816249 20010323; US 2001816121 20010323; US
2001815668 20010323; US 2001816187 20010323; US 2001815490 20010323; US
2001816471 20010323; US 2001815606 20010323; US 2001815777 20010323; US
2001815813 20010323; US 2001816429 20010323; US 2001815515 20010323; US
2001816543 20010323; US 2001816349 20010323; US 2001816331 20010323; US
2001816167 20010323; US 2001816881 20010323; US 2001816536 20010323; US
2001816092 20010323; US 2001816576 20010323; US 2001815759 20010323; US
2001816495 20010323; US 2001816976 20010323; US 2001816083 20010323; US
2001815715 20010323; US 2001815989 20010323; US 2001816561 20010323; US
2001815483 20010323; US 2001816553 20010323; US 2001815688 20010323; US
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2001816537 20010323; US 2001816434 20010323; US 2001815897 20010323; US
2001815734 20010323; US 2001816431 20010323; US 2001816021 20010323; US
2001816454 20010323; US 2001816413 20010323; US 2001816430 20010323; US
2001816428 20010323; US 2001815830 20010323; US 2001816922 20010323; US
2001815489 20010323; US 2001816048 20010323; US 2001815727 20010323; US
2001816212 20010323; US 2001815660 20010323; US 2001815894 20010323; US
2001816151 20010323; US 2001816582 20010323; US 2001816033 20010323; US
2001816357 20010323; US 2001816420 20010323; US 2001815731 20010323; US
2001816503 20010323; US 2001816160 20010323; US 2001815893 20010323; US
2001816414 20010323; US 2001815792 20010323; US 2001815864 20010323; US
2001816896 20010323; US 2001815725 20010323; US 2001816285 20010323; US
2001815973 20010323; US 2001815845 20010323; US 2001816314 20010323; US
2001816075 20010323; US 2001816944 20010323; US 2001815559 20010323; US
2001816203 20010323; US 2001816567 20010323; US 2001816268 20010323; US
2001816424 20010323; US 2001816564 20010323; US 2001816455 20010323; US
2001816412 20010323; US 2001815590 20010323; US 2001816555 20010323; US
2001816560 20010323; US 2001816427 20010323; US 2001834600 20010413; US
2001834838 20010413; US 2001834924 20010413; US 2001834465 20010413

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU
CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP
KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO
RU SD SE SG SI SK SL TJ TM TN TR TT TZ UA UG US UZ VN YU ZA ZM ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 114107

...International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... promotion that will deplete an inventory faster than projected. A marketing department in preparing a **sales** promotion will often not consider the effect that promotion will have on availability, inventory and...Member domains that will form the basis for security and access management are also defined.

User Organizations

Supply Chain Management

The supply chain coordinator manages the supply chain for their member... that may exist in the portal, with each one requiring different business rules for privilege **assignment**. An application function is needed to add a domain or remove a domain as shown...for a distributor to access information for all retailers that they serve. But rather than **assigning** access for each retailer on its own (maintaining a cross-reference), the can leave the...

...Each point in a hierarchy is a "node". Each node has a number or value **assigned** to it.

This NODE-ID is numeric, unique system-wide and would enable the supply ...

25/3,K/24 (Item 6 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00942442

REAL-TIME DELIVERY FEASIBILITY ANALYSIS SYSTEMS AND METHODS

SYSTEMES ET PROCEDES POUR L'ANALYSE DE FAISABILITE DE LIVRAISON EN TEMPS REEL

Patent Applicant/Assignee:

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Legal Representative:

BRIENT Scott E (et al) (agent), Alston & Bird LLP, Bank of America Plaza, Suite 4000, 101 South Tryon Street, Charlotte, NC 28280-4000, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200275500 A2-A3 20020926 (WO 0275500)

Application: WO 2002US8489 20020318 (PCT/WO US02008489)

Priority Application: US 2001811375 20010316

Designated States: AE AG AL AM AT (utility model) AT AU AZ BA BB BG BR BY

BZ CA CH CN CO CR CU CZ (utility model) CZ DE (utility model) DE DK

(utility model) DK DM DZ EC EE (utility model) EE ES FI (utility model)

FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU

LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO RU SD SE SG SI SK

(utility model) SK SL TJ TM TN TR TT TZ UA UG UZ VN YU ZA ZM ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English
Filing Language: English
Fulltext Word Count: 14604

Main International Patent Class: **G06F-017/60**
Fulltext Availability:
Detailed Description

Detailed Description
... made within specified time windows.

BACKGROUND OF THE INVENTION

Distributors often use computer systems to **schedule** deliveries of goods to their various customers. In the past, stand-alone computer systems located on-site at a distributor's place of business were used for this purpose. To **schedule** a delivery, a customer would call the distributor on the phone and verbally request a desired day and **time** range for **delivery**. Commonly, these **time** ranges would be relatively broad. For example, a customer might request that the delivery be made sometime between 8:00am and 12:00pm on a particular day. After receiving the **order**, the distributor would **inform** the customer that the distributor would call the customer back at a later time (usually...

25/3,K/25 (Item 7 from file: 349)

DIALOG(R) File 349:PCT FULLTEXT
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00939222 **Image available**

TECHNIQUES FOR PROVIDING ELECTRONIC DELIVERY ORDERS AND ORDER TRACKING
TECHNIQUES D'ETABLISSEMENT D'ORDRES DE LIVRAISON ELECTRONIQUES ET DE SUIVI
D'ORDRES

Patent Applicant/Assignee:

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(Residence), US (Nationality)

Inventor(s):

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SCHWANK Michael A, 5432 Diamond Place NE, Bainbridge Island, WA 98110, US

Legal Representative:

ITRI Mark (et al) (agent), McDermott, Will and Emery, 18191 von Karman
Avenue, Suite 500, Irvine, CA 92612-7108, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200273345 A2-A3 20020919 (WO 0273345)
Application: WO 2002US6889 20020308 (PCT/WO US02006889)
Priority Application: US 2001273973 20010308

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP
KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO
RU SD SE SG SI SK SL TJ TM TN TR TT TZ UA UG UZ VN YU ZA ZM ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 8484

Main International Patent Class: **G06F-017/60**

Fulltext Availability:
Detailed Description

Detailed Description

... trucking company. At this point, the broker has entered all of the necessary information to **schedule** a delivery of the cargo. The broker will only be I 0 requested to enter...

...trucking company without a response. In this case, the eDO system will maintain a delivery **order notification** clock in **order** to track the **time** from **delivery** of the notification to the trucking 1 5 company and compare the elapsed time with...

25/3,K/26 (Item 8 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

00937083 **Image available**

METHOD OF FACILITATING A MOVE OF HOUSEHOLD GOODS

PROCEDE PERMETTANT DE FACILITER LE DEMENAGEMENT D'OBJETS MENAGERS

Patent Applicant/Assignee:

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Legal Representative:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200271186 A2-A3 20020912 (WO 0271186)

Application: WO 2002US5863 20020221 (PCT/WO US0205863)

Priority Application: US 2001798656 20010301

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP

KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO

RU SD SE SG SI SK SL TJ TM TN TR TT TZ UA UG UZ VN YU ZA ZM ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 5963

Main International Patent Class: **G06F-017/60**

Fulltext Availability:
Detailed Description

Detailed Description

... the appropriate loading equipment has been provided, such as rope and hand trucks. On the **pick - up date**, the system tasks the move coordinator at step 482 to **contact** the **customer** in **order** to verify that the trailer/container has been **picked up**. Finally, on the **date** the container is **delivered** to the **customer**'s home, the system tasks the move coordinator at step 484 to contact the **customer** to determine whether the container has been delivered, and to

determine'%;whether any other...

25/3,K/27 (Item 9 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00936032 **Image available**

SYSTEM AND METHOD FOR PROCESSING ORDERS FOR INTELLIGENT ELECTRONIC DEVICE
SYSTEME ET PROCEDE POUR LA FABRICATION ET LA CONFIGURATION DE DISPOSITIFS
ELECTRONIQUES INTELLIGENTS SUR LA BASE DES COMMANDES PASSEES PAR LES
CLIENTS

Patent Applicant/Assignee:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200269542 A2-A3 20020906 (WO 0269542)

Application: WO 2002US4820 20020220 (PCT/WO US0204820)

Priority Application: US 2001791340 20010223

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP

KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO

RU SD SE SG SI SK SL TJ TM TN TR TT TZ UA UG US UZ VN YU ZA ZM ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 12386

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... Server 101 is further coupled with the Production Department (not
shown) and is capable of **scheduling** requested orders into production.
When an order is generated and **scheduled**, the server 1 0 1 generates a
Tracking ID or Serial Number (SN) 121 which...

...communicate with the customer via email or other form of communications
informing them of expected **delivery date** and actual **delivery date**
once the requested product has been built & is ready to ship.
Furthermore, the Master Server...

...system (such as a fax) requesting more information, if they have not

completed the product **order** form correctly, or **informing** them of the ability to continue to customize their order before the product's production...

25/3,K/28 (Item 10 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00933152 **Image available**

EXTENDED WEB ENABLED MULTI-FEATURED BUSINESS TO BUSINESS COMPUTER SYSTEM FOR RENTAL VEHICLE SERVICES

SYSTEME INFORMATIQUE ETENDU ENTRE ENTREPRISES, A FONCTIONS MULTIPLES, FONCTIONNANT SUR LE WEB, POUR DES SERVICES DE LOCATION DE VEHICULES

Patent Applicant/Assignee:

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Legal Representative:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200267175 A2 20020829 (WO 0267175)

Application: WO 2001US51437 20011019 (PCT/WO US0151437)

Priority Application: US 2000694050 20001020

Parent Application/Grant:

Related by Continuation to: US 2000694050 20001020 (CIP)

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP

KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PH PL PT RO RU

SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 243912

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Detailed Description

Detailed Description

... Process Report

30 miles is the maximum radius/distance for closest Enterprise rental

inch to **pickup** a renter.

176801 is the default rental location for Claims Connection.

IC' is the default...

25/3,K/29 (Item 11 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

00923853 **Image available**

ELECTRONIC PROCUREMENT ("E-PROCUREMENT")

ACQUISITION PAR VOIE ELECTRONIQUE

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Inventor(s):

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Legal Representative:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200257889 A2-A3 20020725 (WO 0257889)

Application: WO 2002US1635 20020118 (PCT/WO US0201635)

Priority Application: US 2001262799 20010119

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP

KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD

SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 32493

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Detailed Description

Detailed Description

... such third party vendor.

9. CHANGES

9 1 Subject to the consent of the relevant **Fulfillment** Service Agent,
which consent shall not be unreasonably withheld or delayed, a Purchaser
shall have...

...Order issued hereunder, including but not limited to changes in the
Products ordered, provided that, **Purchaser** may not change any Order
within five (5) days of the **delivery date** thereof. Upon acceptance of
a proposed change, if any such change would affect any price and/or
delivery then GlobalServe, before proceeding, shall **notify** the
Purchaser in writing of said price and/or **delivery date** change and
receive the **Purchaser** 's agreement thereto in writing before proceeding.

[Note: Limitations on the making of changes to...

25/3,K/30 (Item 12 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00920239 **Image available**

METHOD OF PREPARING ESTIMATE FOR SHEET METAL WORKING

PROCEDE DE PREPARATION D'UNE ESTIMATION POUR USINER UNE FEUILLE DE METAL

Patent Applicant/Assignee:

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Patent Applicant/Inventor:

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only for: US)

TAKAGI Toshio, c/o AMADA COMPANY, LIMITED, 200, Ishida, Isehara-shi,
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only for: US)

TSUCHIDA Koichi, c/o AMADA COMPANY, LIMITED, 200, Ishida, Isehara-shi,
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only for: US)

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200254295 A1 20020711 (WO 0254295)

Application: WO 2001JP11351 20011225 (PCT/WO JP0111351)

Priority Application: JP 2000402721 20001228

Designated States: CN KR US

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

Publication Language: Japanese

Filing Language: Japanese

International Patent Class: G06F-017/60

English Abstract

...when requested to make an estimate of a product, makes an estimate and calculates a **delivery time** while designing the product, and **notifies** them to a **purchaser**. A **purchaser** (3) requests an order receiver (5) an estimate of a product. The order receiver (5...

...determined from respective development drawings. Bending hours and bending costs are calculated from the bending **processes**. Then, the components are assembled into a product. A welding cost, painting cost and an assembling cost are calculated from the product. A **delivery time** and an estimate are **notified** to the **purchaser** based on the costs and times to thereby shorten a lead time in producing the...

25/3,K/31 (Item 13 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

(c) 2004 WIPO/Univentio. All rts. reserv.

00916548 **Image available**

SYSTEM AND METHOD FOR ENABLING A CONFIGURABLE ELECTRONIC BUSINESS EXCHANGE PLATFORM

SYSTEME ET PROCEDE PERMETTANT DE CREER UNE PLATE-FORME ELECTRONIQUE CONFIGURABLE D'ECHANGES COMMERCIAUX

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200250633 A2-A3 20020627 (WO 0250633)
Application: WO 2001US48462 20011218 (PCT/WO US0148462)
Priority Application: US 2000255880 20001218

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP
KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO
RU SD SE SG SI SK SL TJ TM TN TR TT TZ UA UG UZ VN YU ZA ZM ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 19837

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description
Claims

Detailed Description

... during a specified time interval.

According to one embodiment of the invention, the business rule
processes available for execution include, but are not limited to:
expected delivery disconnect, unplaced PO, late purchase order receipt,
late **sales order** shipment, late **trigger** start, supply/demand
disconnect, baseline forecast disconnect, forecast time disconnect,
lead-time disconnect, sales order change, top level demand disconnect,
17
lead **time / delivery date** disconnect, bill of material disconnect,
and MRP reports. For illustrative purposes only, the **processes**
associated with each of the above business rules are discussed below.

Figs. 4a-b illustrate...row. The data fields generated in an alert for
this business rule may include the **alert** generation date, **buy**-side
partner ID, sell-side partner ID, PO number, P/N, P/N descriptions, PO
delivery date, PO quantity, PO last updated date, SO number,
manufacturer P/N, P/N description, SO...

...detail, sell-side part master, SO detail, supply/demand profile, and
where used data. The **process** then moves to step 432, where it ends.

hi step 414, the host system server...counter. The data fields generated
in an alert for this business rule may include the **alert** generation
date, **buy**-side partner ID, manufacturing resource plan (MRP) ran date,
P/N, order start **date**, MRP required **delivery date**, days late,

planned PO quantity, quantity short, quantity short (percent), and look ahead days. The...

...side part master, demand pegging, notification history, supply/demand profile and where used data. The **process** then moves to step 524.

In step 524, the host system server determines whether each...counter. The data fields generated in an alert for this business rule may include the **alert** generation date, **buy** -side partner ID, sell-side partner ID, PN, P/N description, PO **delivery date**, remaining quantity due, PO last updated date, SO number, manufacturer PN, SO delivery date, SO...

...pegging, notification history, PO detail, SO detail, supply/demand profile and where used data. The **process** then moves to step 612.

In step 612, the host system server determines whether the...

...counter. The data fields generated in an alert for this business rule may include the **alert** generation date, **buy** -side partner ED, sell-side partner ID, PO number, P/N, P/N description, PO **delivery date**, remaining quantity due, PO last updated date, SO number, manufacturer P/N, SO delivery date...

...detail, sell-side part master, SO detail, supply/demand profile and where used data. The **process** then moves to step 712.

In step 712, the host system server determines whether the...the process moves to step 1324. In step 1322, the host system server generates an **alert notification** to indicate that the **sales order delivery date** is not within an acceptable range of the revised purchase order required date. The data fields generated in an alert for this business rule may include the **alert** generation date, **buy** -side partner ID, PO number, host P/N, P/N description, required **date**, PO **delivery date**, remaining quantity due, lead time, PO last update, SO number, manufacturer P/N, P/N description, SO **delivery date**, SO ship **date**, SO last update, and the delta number of days. The drill down menus available to the supply chain partner receiving this **alert** include **buy** -side part master, **notification history**, **sell** -side part master, and where used data. The **process** moves to step 1324.

In step 1324, the host system server determines whether it has...to step 1426. In step 1424, the host system server generates an alert exception an **alert notification** to indicate that the **sales order delivery date** is not within an acceptable range of the revised purchase order required date. The data...

...chain partner receiving this alert includes, but is not limited to, a forecast profile. The **process** moves to step 1426.

42

In step 1426, the host system server determines whether it...times. The data fields generated in an alert for this business rule may include the **alert** generation date, **buy** -side partner, PO number, host P/N, P/N 1 5 description, PO **delivery date**, remaining quantity due, lead time, PO last updated date, SO number, manufacturer number, SO delivery...

...buy-side part master, notification history, PO detail, sell-side part master, SO detail. The **process** moves to step 1518.

In step 1518, the host system server determines whether the end...

Claim

... placed purchase orders in the purchase order set with the corresponding sales orders in the **sales order** set; generating an **alert notification** in response to the matching set; determining whether a purchase **delivery order date** and a requested quantity ordered in the placed purchase orders matches a sales **delivery order date** and a requested quantity shipped in the **sales orders**; and generating an **alert notification** in response to unmatched **purchase delivery order** and sales delivery order dates and unmatched requested quantity ordered and requested quantity...

25/3,K/32 (Item 14 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00883037 **Image available**

**ONLINE DIRECT SETTLEMENT SYSTEM AND THE METHODS THEREOF
SYSTEMES DE REGLEMENT DIRECT EN LIGNE ET PROCEDES ASSOCIES**

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KR,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200217178 A1 20020228 (WO 0217178)

Application: WO 2001KR1381 20010814 (PCT/WO KR0101381)

Priority Application: KR 200046896 20000814; KR 200148752 20010813

Designated States: CN JP SG US

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

Publication Language: English

Filing Language: Korean

Fulltext Word Count: 10079

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Detailed Description

Detailed Description

... used for settling the order, information on the commodity, price of the commodity, address and **time for delivery** as well as an original transaction identifier **assigned** to the commodity for the corresponding request for purchase. The transaction identifier may be composed...

...the transaction to be transmitted later. In general, the seller's server I 1 0 **assigns** the transaction identifier. However, the direct settlement gateway 400 may **assign** the transaction identifier, and **informs** the **purchaser** 's terminal 21 0, seller's server 1 1 0 and the

settlement system 3...

25/3,K/33 (Item 15 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00872924 **Image available**

METHODS AND APPARATUS FOR PROCESSING AND DISTRIBUTING INFORMATION RELATING
TO COSTS AND SALES OF PRODUCTS
PROCEDE ET APPAREIL POUR TRAITER ET DISTRIBUER LES INFORMATIONS RELATIVES
AUX COUTS ET AUX VENTES DE PRODUITS

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200207051 A1 20020124 (WO 0207051)

Application: WO 2001US22310 20010716 (PCT/WO US0122310)

Priority Application: US 2000619411 20000719

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR

KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE

SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

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Publication Language: English

Filing Language: English

Fulltext Word Count: 10789

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... step 1306, the sale offers and purchase orders are matched by terms
such as price, **delivery time** and quantity. hi order to match sale
offers and purchase orders, cost of delivery is...

...Priority may be based, for example on entry time of order, with earlier
orders being **assigned** a higher priority. At step 1310, each customer
whose **order** is successfully matched is **notified** of the transaction
details.

At the same time, details of the transaction are added to...

25/3,K/34 (Item 16 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00867336 **Image available**

AN E-COMMERCE SYSTEM

SYSTEME DE COMMERCE ELECTRONIQUE

Patent Applicant/Inventor:

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(Nationality)

Legal Representative:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200201447 A1 20020103 (WO 0201447)

Application: WO 2001NZ127 20010628 (PCT/WO NZ0100127)

Priority Application: NZ 505512 20000629; NZ 509093 20001219

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP

KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD

SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 9672

Main International Patent Class: G06F-017/60

Fulltext Availability:

Claims

Claim

... system which facilitates the purchase, delivery and payment for goods by a purchaser from a **web** site according to any one of claims 1 to 3 including the step of said **purchaser**, after entering said unique identification number at said gateway, confirming the **contact** name of the **purchaser**, delivery address of the **purchaser** and **delivery** options, each **time** said **purchaser** makes a purchase where payment is made through said gateway.

5 A system which facilitates...a website according to any one of claims 5 to 7 including the step of said **purchaser**, after entering said unique identification number at said gateway, confirming the **contact** name of the **purchaser**, delivery address of the **purchaser** and **delivery** options, each **time** said **purchaser** makes a purchase where payment is made through said gateway.

9 A system which facilitates...

25/3,K/35 (Item 17 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00865399 **Image available**

A SYSTEM AND METHOD OF AUCTION

SYSTEME ET TECHNIQUE DE VENTE AUX ENCHERES

Patent Applicant/Inventor:

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Legal Representative:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200198981 A1 20011227 (WO 0198981)

Application: WO 2001KR1052 20010620 (PCT/WO KR0101052)

Priority Application: KR 200033853 20000620

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KZ LC

LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI

SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: Korean

Fulltext Word Count: 9709

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Detailed Description

Claims

Detailed Description

... waiting

orders when the excessive demand does not exist.

The server further may comprise a **schedule** optimizing module for optimizing an arrangement of the production **schedule** in the system by rearranging the production is **schedule** to be before and near a requested **delivery date** in already registered order information of a bidder, when there happen factors of changing the...

...to reasons including a participation of a new order into the auction after the production **schedule** is arranged,, an exclusion of an order while the auction progresses, a change in the...

...judging module for judging

6

if an excessive demand inducing order, for which a production **schedule** is not arranged by the production **schedule** arranging module, can participate in the auction, and for **notifying** that the excessive demand inducing order cannot participate in the auction and that the order has to be changed, when the...there is a purchase waiting order whose production schedule is arranged between a production initiating **date** and a **delivery date** of the excessive demand

24

inducing order, and the auction can be conducted when a...

...impossible, that the excessive demand

inducing order cannot participate in the auction and that the **order** has to be changed are **notified**.

The auction **order** selecting module 44 selects the excessive demand inducing order, which the auction possibility judging module...

...has judged as being capable of being auctioned, and the purchase waiting order, whose production **schedule** is arranged between the production initiating **date** and the **delivery date** of the excessive demand inducing order, as auction orders,, and renews the order processing state...

Claim

... of a bidder is rearranged to be before and near each purchase order's requested **delivery date**, so that an arrangement of the production **schedule** may be optimized, when there happen factors of changing the demand or supply due to...

...a participation of a new order into the auction before an execution of the production **schedule** arranging step or after an execution of the auction step, an exclusion of an order...

...possibility judging step, in which whether an excessive demand inducing order, for which a production **schedule** is not arranged in the production **schedule** arranging step, can participate in the auction is judged, and that the excessive demand inducing 41

order cannot participate in the auction and that the **order** has to be changed are **notified** when the auction is impossible.

12 An auction system as claimed in claim 9, wherein...

25/3,K/36 (Item 18 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00865395 **Image available**

CUSTOMER INFORMATION CONTROL SYSTEM AND METHOD

SYSTEME ET PROCEDE DE CONTROLE D'INFORMATIONS SUR UN CLIENT

Patent Applicant/Assignee:

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Patent Applicant/Inventor:

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Legal Representative:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200198976 A2 20011227 (WO 0198976)

Application: WO 2001JP5284 20010620 (PCT/WO JP0105284)

Priority Application: JP 2000186253 20000621

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(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

Publication Language: English

Filing Language: English

Fulltext Word Count: 8177

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Claims

Detailed Description

... terminal 10 from which the
cancellation email message was sent, an email message to
3o **notify** non-acceptance of the **sales** cancellation.

[0028] Distribution support section (or sales support
section) 7 determines a **scheduled delivery date** for each
contract **customer** who has made a car sales contract,
stores the **scheduled** delivery date for each contract
customer in memory section 2, and notifies each contract
customer of the **scheduled** delivery date by sending an
- 6

email message to the terminal 10 of each contract...003 1] FIG. 3 shows a
procedure by which distribution

support section 7 determines a **scheduled** delivery date for
each contract customer. First, when a sales contract is
completed (S31), a **scheduled** delivery date is determined,
and the contract customer and the **scheduled** delivery date
- 7

are stored in memory section 2 (S32), Second, an email
message is...

...1 to the
terminal of the contract customer to notify the contract
customer of the **scheduled** delivery date (S33). As shown
in FIG. 4,, this customer information control system
determines **scheduled** delivery dates for contract customers
A"F; stores, in memory section 2, the names and other
information items of the contract customers A"F and their
scheduled delivery dates; and sends email messages for
to notification of the respective **scheduled** delivery dates, to
the terminals 10 of the contract customers ArvF.

[0032] If one of...

Claim

... association with the personal information and
purchase-related information for each customer.
1o 9. The **customer** information control system as claimed in
Claim 8, wherein the sales support section is configured to
arrange a **date of delivery** in response to the first act of
each **customer** for a **sales** contract, and to **notify** each
customer of the **date of deliver** for the **customer** .

10 The **customer** information control system as claimed in
Claim 8 or 9, wherein the purchase-related information...

DIALOG(R)File 349:PCT FULLTEXT
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00858332

**METHOD, SYSTEM AND STORAGE MEDIUM FOR VIEWING PRODUCT DELIVERY INFORMATION
PROCEDE, SYSTEME ET SUPPORT DE STOCKAGE DESTINES A LA VISUALISATION
D'INFORMATIONS DE LIVRAISON DE PRODUITS**

Patent Applicant/Assignee:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200190993 A2 20011129 (WO 0190993)

Application: WO 2001US13155 20010424 (PCT/WO US0113155)

Priority Application: US 2000575304 20000519

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ

LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 5059

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... detail

herein, may be incorporated into the report. The report also includes a
current promised **delivery date** . For most orders, the original
promised

delivery date does not change. For some **orders** , however, the
product

provider **contacts** the **customer** and changes the promised **delivery
date** . This

may occur as a result of a number of supply chain factors such as...

25/3,K/38 (Item 20 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00848556 **Image available**

**SYSTEM AND METHOD FOR EFFICIENTLY ORDERING AND DELIVERING GOODS TO
CUSTOMERS**

SYSTEME ET PROCEDE PERMETTANT DES COMMANDES ET DES LIVRAISONS EFFICACES

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Legal Representative:
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Patent and Priority Information (Country, Number, Date):
Patent: WO 200182187 A1 20011101 (WO 0182187)
Application: WO 2001US12990 20010419 (PCT/WO US0112990)
Priority Application: US 2000553940 20000421
Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU
CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR
KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE
SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 7571

Main International Patent Class: G06F-017/60
Fulltext Availability:
Claims

Claim

... for the order at the time the order (inverted exclamation mark)s
vended to the **customer** .
S. The method of claim 3 further comprising the steps
of:
monitoring the status of the **order** during
preparation; and
notifying the **customer** of any change in the
estimated **time** and location for **pickup** .

6 The method of claim 3 wherein:
the order includes an indication of the **customer**fs
location, and
28
the step of selecting the vending station is
further based upon the...

25/3,K/39 (Item 21 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00840961

METHOD AND SYSTEM FOR MANAGING THE MANUFACTURE OF CUSTOMIZED GOODS
PROCEDE ET SYSTEME DE GESTION DE LA FABRICATION DE BIENS PERSONNALISES

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Patent Applicant/Inventor:

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PEREZ Enrique M, Unit 403, 6000 Shepherd Mt. Cove, Austin, TX 78730, US,
US (Residence), US (Nationality), (Designated only for: US)

Legal Representative:

MATSIL Ira S (agent), Slater & Matsil, L.L.P., Suite 300, 15150 Preston

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Patent and Priority Information (Country, Number, Date):
Patent: WO 200173651 A2 20011004 (WO 0173651)
Application: WO 2001US8771 20010319 (PCT/WO US0108771)
Priority Application: US 2000191997 20000324; US 2000615197 20000713
Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ
DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ
LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG
SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 15583

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... several different types of supplier-to-factory conversations as 1 5
listed below.

Requests for **delivery** order.

Accepting promise **date** information for the **delivery order** .
Providing **alerting** when promise dates can't be met for delivery orders
Providing product option and selection information
Checking delivery order **status** information.

Specific responsibilities of the eSupplier product module are.

The eSupplier product module integrates the...

25/3,K/40 (Item 22 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00831861 **Image available**

PACKAGE DELIVERY NOTIFICATION SYSTEM AND METHOD

SYSTEME ET PROCEDE D'AVIS DE LIVRAISON DE COLIS

Patent Applicant/Assignee:

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Inventor(s):

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Legal Representative:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200165451 A1 20010907 (WO 0165451)

Application: WO 2001US6584 20010301 (PCT/WO US0106584)

Priority Application: US 2000516288 20000301

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ
DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ
LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG
SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English
Filing Language: English
Fulltext Word Count: 6238

Main International Patent Class: **G06F-017/60**
Fulltext Availability:
Detailed Description

Detailed Description

... be noted that it is not necessary for the system manager 30 to base the **notification** messages on the **order** that the vehicle 27 is **scheduled** to deliver packages 25. For example, in another embodiment, the system manager 30 can be configured to analyze the data in database 65 to determine which packages 25 are **scheduled** to be **delivered** during a particular **time** period (e.g., on the same day) and to transmit notification messages for these packages...

...manager 30 does not utilize the order of deliveries, as in the preferred embodiment, the **time** of **delivery** indicated by the notification messages is less precise. Consequently, each recipient is automatically warned of...

25/3,K/41 (Item 23 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT
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00831839 **Image available**

INTERACTIVE PARTS ORDERING MANAGEMENT METHOD AND SYSTEM
SYSTEME ET PROCEDE DE GESTION DE CLASSEMENT DE PARTIES INTERACTIVES

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Legal Representative:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200165428 A2 20010907 (WO 0165428)

Application: WO 2001CA253 20010302 (PCT/WO CA01000253)

Priority Application: CA 2299825 20000302; US 2000536123 20000328

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ

LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 6386

Main International Patent Class: **G06F-017/60**
Fulltext Availability:

Detailed Description

Detailed Description

... target inventory location from which the goods are deliverable to the destination address within the **time delivery** requirement is determined from the identified inventory location(s).

The target inventory location is **notified** of the **order** to initiate shipment of the 2 5 goods in accordance with the order to satisfy the **time delivery** requirement.

Preferably communications means are provided for permitting realtime interactive communications between a service representative and the **user** and for permitting the service representative to input information to the electronic order during the...

25/3,K/42 (Item 24 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00828060 **Image available**

SYSTEM FOR PLACING PRODUCT DELIVERY ORDERS THROUGH THE INTERNET

SYSTEME PERMETTANT DE PASSER DES COMMANDES DE PRODUITS VIA INTERNET

Patent Applicant/Assignee:

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Legal Representative:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200161605 A1 20010823 (WO 0161605)

Application: WO 2001US5039 20010216 (PCT/WO US0105039)

Priority Application: US 2000507578 20000218

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ

LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 9212

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Detailed Description

Detailed Description

... the store is closed and provided with store operating schedule information, step 830.

If the **assigned** store is open, the system retrieves product menu, pricing and other related ordering information for the specific **assigned** store, step 840. The system then displays a dynamically generated order entry screen based upon...

...order information, step 860, and the completed order is submitted for

electronic transmission to the **assigned** store in step 870. The system next determines whether transmission of the order was successful...

...so, then the system sends a status email to the customer that includes the estimated **delivery time** from the **assigned** store's POS system, if such information is available. If the order is placed for...

...send an email to the customer, explaining that the order has failed and that the **assigned** store should be called directly for telephone placement of the order. Additionally, the system may page support technicians. The support technicians may **contact** the store, forward the **order** information manually, and/or attempt to help the store resolve its order reception problems.

23...

25/3,K/43 (Item 25 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00818655 **Image available**

SYSTEM AND PROCESS FOR REQUESTING A QUOTATION

SYSTEME ET PROCEDE DE DEMANDE DE PRIX

Patent Applicant/Assignee:

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Legal Representative:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200152162 A1 20010719 (WO 0152162)

Application: WO 2001US333 20010105 (PCT/WO US0100333)

Priority Application: US 2000175096 20000107

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ

LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 3942

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... preferred supplier directory 520. A buyer submits a purchase order to a supplier's purchase **order** inbox 525. The supplier receives **notification** of the **purchase order** via e-mail, pager or facsimile 530. The supplier receives the purchase order from their inbox 535. The purchase order is **assigned** as an internal order 540. The supplier

verifies their order against their production **schedule** 545. The supplier completes a purchase order acknowledgment 550. The supplier submits the purchase order...the buyer and seller negotiate terms, then the invoice amount is adjusted 770. At this **time** the goods are **ready** for payment and invoicing 735.

Below are some specific examples of how a transaction under...

25/3,K/44 (Item 26 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00816710 **Image available**

METHOD FOR PROTECTING SELLER AND BUYER IN TELECOMMUNICATIONS TRANSACTION USING COMPUTER NETWORK SYSTEM

PROCEDE DE PROTECTION DU VENDEUR ET DE L'ACHETEUR DANS UNE TRANSACTION DE TELECOMMUNICATIONS UTILISANT UN SYSTEME DE RESEAU D'ORDINATEURS

Patent Applicant/Assignee:

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135-270, KR, KR (Residence), KR (Nationality), (Designated only for:
US)

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200150221 A2-A3 20010712 (WO 0150221)

Application: WO 2000KR1527 20001223 (PCT/WO KR0001527)

Priority Application: KR 9966752 19991230

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KZ LC

LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI

SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 3372

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Detailed Description

Detailed Description

... server paying the settlement price for the product to the seller.

An example of the **online** space is a **web** site in which there are various contents. The **buyer** information can further include various

information required for **buying** and delivery, such as a **contact** number,
name, desired **delivery date** , as well as the desired delivery region.

It is preferable that if the confirmation information...

25/3,K/45 (Item 27 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00814145

A METHOD FOR EXECUTING A NETWORK-BASED CREDIT APPLICATION PROCESS

PROCEDE DE MISE EN OEUVRE D'UN PROCESSUS DE DEMANDE DE CREDIT EN RESEAU

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200146889 A2 20010628 (WO 0146889)

Application: WO 2000US35216 20001222 (PCT/WO US0035216)

Priority Application: US 99470805 19991222; US 99469525 19991222; US
99470039 19991222

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK DM DZ

EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU

LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT

UA UG UZ VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 98671

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Detailed Description

Detailed Description

... sellers, and for exchanges, include.

Buyers

o Save time researching needs&infonation

o Enables more **informed** decisions

o Provides help regarding specific procedures which must be followed

Sellers

o Compare ...9332)

Ensures that production activities are performed and controlled as
required and as intended.

Production **Scheduling**

Production **Scheduling** determines the requirements for the execution of

scheduledjobs across a distributed environment. A production **schedule** is then planned to meet these requirements, taking into consideration other processes occurring throughout the...

...zones may be involved. In addition, many non-mainframe based products do not provide production **scheduling** capabilities with the platform-n. Therefore, one can see that **scheduling** processes across a distributed environment can be quite complex, requiring significant management effort to ensure that processes occur appropriately.

How many **schedulers** will be used to control the **schedules** ?
& Depending on how the function is to be controlled, and how many platforms are to be supported.

Local control of a single device with a single **scheduler** (typically mainframe)

Remote control of a single device with a single **scheduler**

Remote control of multiple but independent devices with a single **scheduler**

Product Considerations

"at is the Intended use of the tool?

The component plans for the...

...failure, provides on-line task tracking and Does an existing component satisfy this requirement? Production **Scheduling** contains specific requirements that addresses a distributed environments complexity of multiple platforms and system placed...

...at other utilities are available with the tool?

The tool should provide control dependencies to **schedule** workloads such as: Task/job sequence enforcement, external/internal. event driven. Graphically displays work flow from the **scheduling** criteria and includes such information as task/job name, task description, average run time and resource requirements. Allow clients to define user **schedules** that can be based on predecessor events in the production environment. Reporting capabilities for forecasting, simulation and analyzing **scheduled** workload. Monitoring capability of past, present and future workloads as well as tracking of current...entire system on multiple platforms in either a parallel or a serial fashion.

Therefore, production **scheduling** capabilities across platforms is critical as well as the ability to rerun / restart from single...

...Interface with the Configuration management component facility to obtain configuration data in workload forecasting.

* The **scheduler** will communicate with other **schedulers** on other systems to run in a close relationship with the ability to support...

...heterogeneous platforms: NWS, Windows NT, UNIX, and AS/400.

Communicates with Backup / Restore to identify **scheduling** constraints due to backup and restoration functions.

0 Communicates with the recovery facility to dynamically...started remotely as well as be automatic or manual (e.g., using scripts, embedded in **schedule**)?
If expertise will not be available locally, it is imperative that remote control of the...

25/3,K/46 (Item 28 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00814140

A METHOD FOR A VIRTUAL TRADE FINANCIAL FRAMEWORK
PROCEDE DESTINE A UN SCHEMA FINANCIER DE COMMERCE VIRTUEL

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US
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Inventor(s):

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200146846 A2 20010628 (WO 0146846)

Application: WO 2000US35429 20001222 (PCT/WO US0035429)

Priority Application: US 99470030 19991222; US 99470041 19991222; US
99470044 19991222

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES
FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD
MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ
VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 106212

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... Wrade simply eliminates paper thereby streamlining the flow of the
trade process.

ODecreases turn-around- **time** (order-shipment- **delivery**)

*VTrade connects all parties to a transaction thereby facilitating
communication and information sharing.

*Provides the...and waits for payment authorization from the bank/buyer
before using the payment interface to **contact** Visanet for payment to
seller. Figure 28 is a flowchart illustrating a process 2800 for...Code
Error Checking - Checks code for common errors (e.g. syntax errors,
uninitialized and

badly **assigned** variables, unused variables)

Code Beautification - Re-fortnats code in order to make it easier to...
test data very effectively.

Test Planning

A Test Plan consists of several components.

e Test **schedule**

Test execution tracking

Test cycles
Test scripts
* Test conditions
- 254
Test condition generation
Input data...

25/3,K/47 (Item 29 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00806392

TECHNOLOGY SHARING DURING ASSET MANAGEMENT AND ASSET TRACKING IN A
NETWORK-BASED SUPPLY CHAIN ENVIRONMENT AND METHOD THEREOF
PARTAGE TECHNOLOGIQUE LORS DE LA GESTION ET DU SUIVI DU PARC INFORMATIQUE
DANS UN ENVIRONNEMENT DU TYPE CHAINE D'APPROVISIONNEMENT RESEAUTE, ET
PROCEDE ASSOCIE

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US
(Residence), US (Nationality)

Inventor(s):

MIKURAK Michael G, 108 Englewood Blvd., Hamilton, NJ 08610, US,

Legal Representative:

HICKMAN Paul L (agent), Oppenheimer Wolff & Donnelly, LLP, 38th Floor,
2029 Century Park East, Los Angeles, CA 90067-3024, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200139086 A2 20010531 (WO 0139086)

Application: WO 2000US32310 20001122 (PCT/WO US0032310)

Priority Application: US 99444653 19991122; US 99447623 19991122

Designated States: AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE

DK DM DZ EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR

LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL

TJ TM TR TT TZ UA UG UZ VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

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Filing Language: English

Fulltext Word Count: 156214

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... incident.

Element Manager

The element manager communicates with the network elements to receive
alarnis and **alerts** through trapping and polling techniques. The element
manager is the layer where the primary data...we think of when we speak
of routing information across the Internet backbone. In indirect
delivery , routers are required. To send a datagram, the sender
106

The changing face of the...in these internal routing decisions.

At this stage, a distinction should be inade between direct **delivery**
and indirect **delivery** . Direct delivery is the transmission of a

datagram from one machine across a single physical...

25/3,K/48 (Item 30 from file: 349)
DIALOG(R) File 349:PCT FULLTEXT
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00806384

NETWORK AND LIFE CYCLE ASSET MANAGEMENT IN AN E-COMMERCE ENVIRONMENT AND
METHOD THEREOF

GESTION D'ACTIFS DURANT LE CYCLE DE VIE ET EN RESEAU DANS UN ENVIRONNEMENT
DE COMMERCE ELECTRONIQUE ET PROCEDE ASSOCIE

Patent Applicant/Assignee:

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Inventor(s):

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Legal Representative:

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2029 Century Park East, Los Angeles, CA 90067-3024, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200139030 A2 20010531 (WO 0139030)

Application: WO 2000US32324 20001122 (PCT/WO US0032324)

Priority Application: US 99444775 19991122; US 99447621 19991122

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DZ EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT

LU LV MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR

TT UA UG UZ VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 171499

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... subsystem core will be present at all

physical locations where WAF related content is (a) **assigned** usage
related

145

control information (rules and mediating data), and/or (b) used. This
core...or she examines the content of the shopping basket as required to
check the item **scheduled** to purchase and the pay amount of the items.
Accordingly, it is not necessary to...the foregoing types of browsers may
employed to access various
databases via the Internet in **order** to conduct electronic
commerce-related business. Typical database or file-based shopping cart
systems require...

...user be stored on the remote server in the network for some definite
period of **time**. Usually, the user must keep track of the account
identifier in order that the prior...a provider of an ordered service.

Optionally, notification may be sent to the user to **notify** the user
that the

transaction is being completed or confirmation that the order has been...

25/3,K/49 (Item 31 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00806383

COLLABORATIVE CAPACITY PLANNING AND REVERSE INVENTORY MANAGEMENT DURING
DEMAND AND SUPPLY PLANNING IN A NETWORK-BASED SUPPLY CHAIN ENVIRONMENT
AND METHOD THEREOF

PLANIFICATION EN COLLABORATION DES CAPACITES ET GESTION ANTICIPEE DES
STOCKS LORS DE LA PLANIFICATION DE L'OFFRE ET DE LA DEMANDE DANS UN
ENVIRONNEMENT DE CHAINE D'APPROVISIONNEMENT FONDEE SUR LE RESEAU ET
PROCEDE ASSOCIE

Patent Applicant/Assignee:

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Inventor(s):

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200139029 A2 20010531 (WO 0139029)

Application: WO 2000US32309 20001122 (PCT/WO US0032309)

Priority Application: US 99444655 19991122; US 99444886 19991122

Designated States: AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE
DK DM DZ EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR
LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL
TJ TM TR TT TZ UA UG UZ VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 157840

Fulltext Availability:

Detailed Description

Detailed Description

... for solving the most difficult problems. Typically this group solves
about 5% of all hybrid **network** problems.

The above model is generally referred to as the Skilled Model because
personnel at...

...support engineer, and is relieved of many of the responsibilities in
diagnosing and resolving problems. **Automated** diagnoses and shorter
customer interactions save the product support center time, resources,
and money. At...

...prior art product support techniques.

In addition, one embodiment of the present invention makes the **Internet**
a viable alternative to telephone calls as a tool for providing consumer
product support. Many **on - line** computer

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Figure 67 illustrates component 5306 in more detail. As...

...of users having similar profile data in operation 6704. Information is also located on a **network** of databases, i.e. the **Internet**, as a function of the profile data. Feedback is also collected from the users by way of **electronic** fon-ns and surveys Note operation 6706. Various event, calendaring and registration services are ftirther...

25/3,K/50 (Item 32 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00806382

METHOD FOR AFFORDING A MARKET SPACE INTERFACE BETWEEN A PLURALITY OF MANUFACTURERS AND SERVICE PROVIDERS AND INSTALLATION MANAGEMENT VIA A MARKET SPACE INTERFACE

PROCEDE DE MISE A DISPOSITION D'UNE INTERFACE D'ESPACE DE MARCHÉ ENTRE UNE PLURALITE DE FABRICANTS ET DES FOURNISSEURS DE SERVICES ET GESTION D'UNE INSTALLATION VIA UNE INTERFACE D'ESPACE DE MARCHÉ

Patent Applicant/Assignee:

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Inventor(s):

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Legal Representative:

HICKMAN Paul L (et al) (agent), Oppenheimer Wolff & Donnelly LLP, 1400
Page Mill Road, Palo Alto, CA 94304, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200139028 A2 20010531 (WO 0139028)

Application: WO 2000US32308 20001122 (PCT/WO US0032308)

Priority Application: US 99444773 19991122; US 99444798 19991122

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DE DK DM DZ EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK

LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK

SL TJ TM TR TT TZ UA UG UZ VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 170977

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... that video encoding technologies such as MPEG2 and motion JPEG will be further improved to **deliver** higher resolution digital media over the cable infrastructure using NGN and CORE delivery

67

mechanisms...

25/3,K/51 (Item 33 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00805480 **Image available**

AUDIO REQUEST INTERACTION SYSTEM

SYSTEME INTERACTIF POUR DEMANDE DE PRODUITS AUDIO

Patent Applicant/Assignee:

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(Residence), US (Nationality)

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DUDGEON Michael, 3724 Somerset Ridge, Kennesaw, GA 30144, US,
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FORTUNA James Lee, 4125 Christacy Way, Marietta, GA 30066, US,

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30303-1811, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200139070 A1 20010531 (WO 0139070)

Application: WO 2000US31510 20001116 (PCT/WO US0031510)

Priority Application: US 99166965 19991123

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DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ

LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 9055

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Claims

Claim

... of request. If the frequency or time is indeten-ninate or not
contained in play **schedule** database 1 5 82, purchase identification
module 78 creates a content matching record in a...
...or other deliverable can be identified, a record with the relevant data
is created in **purchase** database 84. If not, a **notification** that the
request cannot be processed is forwarded to a consumer notification
module 92. Module...a confirmation e-mail or voice mail is provided to
consumer IO indicating the expected **delivery date** , the merchant used,
a breakdown of the costs, and other relevant transaction data. To
facilitate...

...can activate such an INFO button to obtain additional information about
the content at the **time** . **Delivery** for the requested content will
differ according to the nature of the content itself For...

25/3,K/52 (Item 34 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00803948 **Image available**

METHOD OF AND SYSTEM FOR ENABLING BRAND-IMAGE COMMUNICATION BETWEEN VENDORS AND CONSUMERS

PROCEDE ET SYSTEME PERMETTANT DE COMMUNIQUER UNE IMAGE DE MARQUE ENTRE DES VENDEURS ET DES CONSOMMATEURS

Patent Applicant/Assignee:

IPF INC, Soundview Plaza, 1266 East Main Street, Stamford, CT 06902, US,
US (Residence), US (Nationality), (For all designated states except:
US)

Patent Applicant/Inventor:

PERKOWSKI Thomas J, 10 Waldon Road, Darien, CT 06820, US, US (Residence),
US (Nationality), (Designated only for: US)

Legal Representative:

PERKOWSKI Thomas J (agent), Thomas J. Perkowski, P.C., Soundview Plaza,
1266 East Main Street, Stamford, CT 06902, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200137540 A2-A3 20010525 (WO 0137540)
Application: WO 2000US31757 20001117 (PCT/WO US0031757)
Priority Application: US 99441973 19991117; US 99447121 19991122; US
99465859 19991217; US 2000483105 20000114; US 2000599690 20000622; US
2000641908 20000818; US 2000695744 20001024

Parent Application/Grant:

Related by Continuation to: US 99441973 19991117 (CIP); US 99447121
19991122 (CIP); US 99465859 19991217 (CIP); US 2000483105 20000114
(CIP); US 2000599690 20000622 (CIP); US 2000641908 20000818 (CIP); US
2000695744 20001024 (CIP)

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ
LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG
SI SK SL TJ TM TR TT UA UG US UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

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Fulltext Word Count: 116871

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Claims

Claim

... that human eyes were gazing at the product advertisement and promotion being displayed at the **time** -stamped instant of the captured image. Conventional eye-tracking algorithm software known in the art...Fig. 4S2, may then select, from the displayed URL Menu, a URL displayed in the **Buy** On The Web URL category thereof, thereby automatically linking to the EC-enabled store or...offices of the publishing firm (e.g. just after final approval by the chief editor **assigned** to a particular print-media publication). This enables consumers to automatically link to related UR ...described in detail hereinabove. Each CPIRenabling (e.g. JAVA) Applet server 520 has a statically **assigned** IP address, and an **assigned** domain name, and is **assigned** to numerous physical-type CPIR-enabling Applet-driven virtual CPI kiosks (i.e. GUIs) 514each Web-based (http) portal information server 519B has a statically **assigned** IP address, and an **assigned** domain name (e.g. [http://www.brandkeyi\[gquestcentral.com/northamerica/enelish](http://www.brandkeyi[gquestcentral.com/northamerica/enelish)). The primary function of...information fields, namely: Company (Manufacturer's) Name; Street Address; City; State; Postal Code; County; MIN **Assigned** by UCC/EAN; URL of Manufacturer s WWW Site; Phone Number; Email Address; Fax

- Number; Standard Industry Codes (SIC) **assigned** to the products produced and/or sold by the manufacturer; Marketing Executive Identity; Marketing Executive...
- ...table maintains information on consumers who register with the system, such as e-mail address, **assigned** consumer identification number(s), retail locations at which the consumer shops as well as various...namely: Physical Kiosk ID No.; Retail P-Store ID No.; Physical Kiosk HTTP Server URL; **Assigned** Static IP Address; P-Kiosk Aisle/Shelf Location; Physical Kiosk Access Password; CPI Request Service...a number of primary information fields, namely: UPN of Advertised Product; Virtual Kiosk ID No.; **Scheduled** Date of Ad Spot; Advertiser Placing Order; Date of Ad Spot Order; Advertiser ID No...
 - ...a number of primary information fields, namely: UPN of Advertised Product; Physical Kiosk ID No.; **Scheduled** Date of Ad Spot; Advertiser Placing Order; Date of Ad Spot; Advertiser ID No.; Cost...
 - ...KIOSK, showing its primary information fields, namely: UPN of Promoted Product; Physical Kiosk ID No.; **Scheduled** Date of Promotion Spot; Promoter Placing Order; Date of Promotion Spot Order; Promoter ID No...a number of primary information fields, namely: UPN of Promoted Product; Virtual Kiosk ID No.; **Scheduled** Date of Promotion Spot; Promoter Placing Order; Date of Promotion spot Order; Promoter ID No...can be put into the ad/promo spot queue 525 of the kiosk server 513 **assigned** to the kiosk. Such algorithms will minimize the number of credits issued to advertisers requesting...Line; etc.; while "Post-purchasetype" URL Link Category labels might include: Artist Biography; Concert Tour **Schedule**; Artist WWW site; On-Line Chat; E-mail Artist; Earlier Musical Works; etc. Wlifle URLs...the advertiser to enable the construction of a registered kiosk advertising campaign, which will be **assigned** a unique Kiosk Advertising Campaign Number. Notably, each multi-media advertisement spot ordered to run...maintained in its advertising queue; and (2) the number of product advertising campaigns created and **scheduled** to run (on a given day) within a particular retail store. Typically, at the beginning ...
 - ...promoter registers with the subsystem by selecting function button 633A, at which time it is **assigned** a password. Thereafter, the registered promoter logs into the subsystem 503 by selecting function button...
 - ...factors, as well, such as for example: the number of product promotion campaigns created and **scheduled** to run (on a given day) within a particular retail store. Typically, at the beginning...the advertiser's account if and when a product promotion, once displayed during a randomly- **assigned** /opened "product advertising/promotion slot", is interrupted by a consumer requesting consumer product information (from ...
 - ...s advertisement/promotion spot queue are not displayed over the retailer's CPI kiosks when **scheduled** for display, then the price paid for the product promotion will be automatically refunded to the retailer, or the **scheduled** product promotion can be rescheduled for display on an alternative display date(s), in accordance...to link TMs, PDs and URLs of HTML (and other Internet) documents with consumer services **assigned** uniform service numbers (USN) which may be based on the UPC or EAN numbering system...
 - ...the present invention, it is understood that at present, few (if any) services have been **assigned** a UPC (or EAN) number in the manner that nearly all consumer products have been **assigned** in the contemporary period. In spite of this fact, however, the present invention

contemplates the need and utility of widespread **assignment** of UPC, EAN or similar numbers by service providers to particular services (as well as...

...of UPC, EAN, UPC/EAN or similar symbols on printed service brochures and advertisements). Notably, **assigning** uniform service numbers (USNs) to particular services, and labeling printed and graphical brochures and advertisements...

...transaction. In accordance with the present invention, this can be achieved by uniquely identifying and **assigning** particular

Page 294

services by a Universal Service Code (USQ, which has many if not...

...than products, are being identified. An example of such USC labeling would be printing an **assigned** UPC label (number) on: admission tickets to a theatrical, dramatic or musical performance and/or...

...to request and obtain information about a manufacturer's consumer product so as to make **informed** /educated **purchases** along the demand side of the retail chain; and one or more subsystems selected from...

25/3,K/53 (Item 35 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00801786 **Image available**

TRADING SYSTEM FOR PROCESSING MARKET DATA AND METHOD FOR USE

SYSTEME DE MARCHE DE TITRES PERMETTANT DE TRAITER DES DONNEES DE MARCHE, ET SON PROCEDE D'UTILISATION

Patent Applicant/Assignee:

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Patent Applicant/Inventor:

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Legal Representative:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200135309 A1 20010517 (WO 0135309)

Application: WO 2000US31172 20001113 (PCT/WO US0031172)

Priority Application: US 99438240 19991112

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK

DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK

LR LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL

TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 7703

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... or sell signal. The generation of such an output permits a novel method of billing **customers** for the execution of trading systems, namely, billing **customers** based upon the **notification** to **buy** or **sell**. It is also possible to have the price charged depend upon the method or **time** of **delivery**.

In order to streamline the execution of the enhanced trading system 8-10, in a...

25/3,K/54 (Item 36 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00801779 **Image available**

AUTOMATED RECEIVING AND DELIVERY SYSTEM AND METHOD

SYSTEME AUTOMATIQUE DE RECEPTION ET DE LIVRAISON ET PROCEDE ASSOCIE

Patent Applicant/Inventor:

SIMMS Noel, Campaign Mail & Data Inc., 7704 Leesburg Pike, Falls Church, VA 22043, US, US (Residence), US (Nationality)

SIMMS John, Campaign Mail & Data, Inc., 7704 Leesburg Pike, Falls Church, VA 22043, US, US (Residence), US (Nationality)

Legal Representative:

CLARKE Dennis (et al) (agent), Miles & Stockbridge P.C., 1751 Pinnacle Drive, Suite 500, McLean, VA 22102, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200135300 A1 20010517 (WO 0135300)

Application: WO 2000US30914 20001109 (PCT/WO US0030914)

Priority Application: US 99164267 19991109

Designated States: AU CA CN JP

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

Publication Language: English

Filing Language: English

Fulltext Word Count: 6912

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Detailed Description

Detailed Description

... appliance 10.

If the volume or any dimension of the order exceeds available capacity, the **consumer**

9

is given the option of splitting the delivery into two or more deliveries, of rescheduling the **delivery** for another **time** when capacity is available, or of removing items from the shopping cart.

The retailer or seller **notifies** the **consumer** of the final **purchase** price

including shipping and handling. At step 30, the **consumer** authorizes the purchase and indicates method of payment. The **consumer** may arrange for payment to seller directly or by debit or credit accounts linked to the **consumer**'s account. The seller finalizes the **sale**. At block 32, the seller **notifies** the **scheduler** 22 (a specialized computer program running on a delivery system computer) of the time/ **date** of the intended **delivery** and the estimated size of the bundle of items. The **scheduler** reserves the capacity in the designated appliance for the **scheduled**

time / date of the delivery . The seller also electronically provides to the scheduler (in format specified by the scheduler) an inventory of items purchased, itemized prices of each item purchased, itemized shipping and handling costs, and any other information permitted by the scheduler including coupon or "cents off" offers and other advertising and promotional information. This information provided by the seller may be made accessible by the scheduler to the consumer by a variety of means and formats, including computer networks , the Internet , electronic mail, telephone or printed matter.

The seller prepares the order for shipment. If any of...

25/3,K/55 (Item 37 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

00794336 **Image available**

INTEGRATED COMMERCE ENVIRONMENT (ICE) - A METHOD OF INTEGRATING OFFLINE AND ONLINE BUSINESS

ENVIRONNEMENT DE COMMERCE INTEGRE (ICE) UN PROCEDE D'INTEGRATION D'ENTREPRISE HORS LIGNE ET EN LIGNE

Patent Applicant/Inventor:

HEFNER L Lee Jr, 2835 Berwick Road, Birmingham, AL 35213, US, US
(Residence), US (Nationality)

Legal Representative:

WESOLOWSKI Carl R (agent), Fleshner & Kim, LLP, P.O. Box 221200,
Chantilly, VA 20153-1200, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200127838 A1 20010419 (WO 0127838)

Application: WO 2000US28068 20001012 (PCT/WO US0028068)

Priority Application: US 99158381 19991012

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC

LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI

SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 60287

Main International Patent Class: G06F-017/60

Fulltext Availability:

Claims

Claim

... a promotional message, which includes the Web Store's URL.

15 It comprises a commercial web site (Web Store), the home page of which allows customers thereto to purchase products and services and/or to activate

a hyperlink to a Portal Web Site, which has a Uniform Resource Locator (URL)PUMP has a number of additional attributes...

...stakeholder creditors.

b. PUMP offers financing options for customers, such as customer accounts, loans, and automatic debiting accounts for PUMP products

- a. After a customer orders a commodity, PUMP can reassure the **customer** by means of email at each step of **fulfillment**, including confirmation of the **order**, **notification** of shipping, and expected **time** window of **delivery**. PUMP also gives the **customer** a means of tracking the delivery.
- b. The **customer** can access part or all of her transaction history through her private account page.
- c. The stakeholder can update her profile at a **web** site, over a standard telephone, by means of a standard handheld computer, by standard fax, or on paper.
- d. The stakeholder can give feedback on any **web** or Extranet page in PUMP.
- e. PUMP provides a service of profiles management in order to keep the profiles current and accurate.
- f. PUMP provides **online**, moderated discussion forums for stakeholder affinity groups to interact and share information.

9 The customer...

25/3,K/56 (Item 38 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

(c) 2004 WIPO/Univentio. All rts. reserv.

00794274 **Image available**

COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR MONITORING AND MANAGING BUSINESS PROCESSES AND ASSOCIATED RESOURCES
SYSTEME ET PROCEDE INFORMATIQUES DE CONTROLE ET DE GESTION DE PROCESSUS ADMINISTRATIFS ET RESSOURCES ASSOCIEES

Patent Applicant/Assignee:

I2 TECHNOLOGIES INC, 11701 Luna Road, Dallas, TX 75234, US, US
 (Residence), US (Nationality)

Inventor(s):

REDDY Padma P, 3701 Stockport Drive, Plano, TX 75025, US,
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 HOCKER Cary, 7163 Hovenkamp Avenue, Richland Hills, TX 76118, US,
 MEHTA Rubesh, 2934 West Royal Lane, Apartment 1136, Irving, TX 75063, US,

DADGAR Cyrus, 823 Valley Creek Road, Mesquite, TX 75181, US,

Legal Representative:

KENNERLY Christopher W (agent), Baker Botts L.L.P., 2001 Ross Avenue,
 Dallas, TX 75201-2980, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200127762 A1 20010419 (WO 0127762)

Application: WO 2000US24296 20000831 (PCT/WO US0024296)

Priority Application: US 99158502 19991008; US 2000639491 20000815

Designated States: AE AG AL AM AT AT (utility model) AU AZ BA BB BG BR BY
 BZ CA CH CN CR CU CZ CZ (utility model) DE DE (utility model) DK DK
 (utility model) DM DZ EE EE (utility model) ES FI FI (utility model) GB
 GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KR (utility model) KZ LC LK
 LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK
 SK (utility model) SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW
 (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
 (OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
 (AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
 (EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 9995

International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... As an example illustrating advantages of the present invention, consider a company having several business processes 108, one of them being an e- fulfillment business process 108 that involves accepting web-based orders over the Internet and shipping goods to the customer to fulfill the orders. The customer may be given the opportunity to check the price and availability...

...the order. If the company does not have sufficient goods in stock to satisfy the order demand, the company may contact one of its suppliers and, based on the price and availability of goods at the supplier, quote a price and delivery date to the customer. Several applications would typically be required to execute this business process 108. For example, this business process 108 might require an order entry system, a demand fulfillment engine, a transportation planner, and a billing system, among others. In some cases one or more persons may need to handle any exceptions associated with the business process. For every order placed, each of the required applications must be operable and operating - any...

25/3,K/57 (Item 39 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00793243. **Image available**

ORGANIZATION OF INFORMATION TECHNOLOGY FUNCTIONS

ORGANISATION DE FONCTIONS DE TECHNOLOGIE DE L'INFORMATION

Patent Applicant/Assignee:

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US (Residence), US (Nationality)

Inventor(s):

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GHOSH Nirmalya, 5000 Wright Terrace, Skokie, IL 60077, US,
PITT Robert C, 20 St. Phillips Road, London E8 3BP, GB,
ROEDERSHEIMER Jeffrey, 2900 N. Burling Street, Chicago, IL 60657, US,
RYAN Hugh W, 17075 Yearling Lane, Wadsworth, IL 60083, US,
SIGMUND Larry A, 443 Sunset Drive, Crystal Lake, IL 60014, US,
SMITH Cathern M, 1416 W. Melrose #1, Chicago, IL 60657, US,

Legal Representative:

RICHARDS Marc V (agent), Brinks Hofer Gilson & Lione, P.O. Box 10087,
Chicago, IL 60610, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200125877 A2-A3 20010412 (WO 0125877)

Application: WO 2000US27857 20001006 (PCT/WO US0027857)

Priority Application: US 99158259 19991006

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ
DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ
LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 43417

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... suitable vendor is identified. Prices, terms, and conditions are negotiated with the vendor before the **order** is placed. **Order notification** and an estimated **delivery date** are sent to the **user**. Order tracking then tracks orders to ensure delivery occurs on **schedule**, and that vendors are **contacted** if issues arise. **Order** tracking also maintains backlog and backorder information. If applicable, Solution Deployment is notified of delivery...

25/3,K/58 (Item 40 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00775310

A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR DETERMINING CAPABILITY LEVELS OF A RELEASE MANAGEMENT PROCESS AREA FOR PROCESS ASSESSMENT PURPOSES IN AN OPERATIONAL MATURITY INVESTIGATION
SYSTEME, PROCEDE ET ARTICLE MANUFACTURE POUR DETERMINER LES NIVEAUX DE CAPACITE D'UNE ZONE DU PROCESSUS DE GESTION DE DIFFUSION A DES FINS D'EVALUATION DE PROCESSUS DANS UNE ETUDE DE MATURITE OPERATIONNELLE

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US

(Residence), US (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

GREENBERG Nancy S, 5529 Newton Avenue South, Minneapolis, MN 55410, US,

US (Residence), US (Nationality), (Designated only for: US)

WINN Colleen R, 11472 Fairfield Road #103, Minnetonka, MN 55305, US, US

(Residence), US (Nationality), (Designated only for: US)

Legal Representative:

HICKMAN Paul L (agent), Oppenheimer Wolff & Donnelly LLP, 1400 Page Mill Road, Palo Alto, CA 94304, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200108074 A2 20010201 (WO 0108074)

Application: WO 2000US20278 20000726 (PCT/WO US0020278)

Priority Application: US 99361335 19990726

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ

LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 85690

Main International Patent Class: G06F-017/60

Fulltext Availability:
Detailed Description

Detailed Description
... are.

GP2.6 Ensure work products satisfy documented requirements.
Requirements may come from the business **customer**, policies, standards,
laws, regulations, etc.

The applicable requirements are documented and available for verification
activities...

25/3,K/59 (Item 41 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

00775308 **Image available**

**A SYSTEM, METHOD AND COMPUTER PROGRAM FOR DETERMINING OPERATIONALMaturity
OF AN ORGANIZATION**
**SYSTEME, PROCEDE ET ARTICLE FABRIQUE PERMETTANT DE MESURER LA MATURITE
OPERATIONNELLE D'UNE ORGANISATION D'OPERATIONS**

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US
(Residence), US (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

GREENBERG Nancy S, 5529 Newton Avenue South, Minneapolis, MN 55410, US,
US (Residence), US (Nationality), (Designated only for: US)

WINN Colleen R, 11472 Fairfield Road #103, Minnetonka, MN 55305, US, US
(Residence), US (Nationality), (Designated only for: US)

Legal Representative:

HICKMAN Paul L (agent), Oppenheimer Wolff & Donnelly LLP, 2029 Century
Park East, Suite 3800, Los Angeles, CA 90067-3024, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200108038 A2-A3 20010201 (WO 0108038)

Application: WO 2000US20399 20000726 (PCT/WO US0020399)

Priority Application: US 99361781 19990726

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ

LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 77349

Main International Patent Class: G06F-017/60

Fulltext Availability:
Detailed Description

Detailed Description

... Class libraries are essentially collections of behaviors that one can
call when one wants those **individual** behaviors in a program. A
framework, on the other hand, provides not only behavior but...

25/3,K/60 (Item 42 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00775307 **Image available**

A SYSTEM, METHOD AND COMPUTER PROGRAM FOR DETERMINING CAPABILITY LEVELS OF
PROCESSES TO EVALUATE OPERATIONAL MATURITY OF AN ORGANIZATION
SYSTEME, PROCEDE ET ARTICLE DE FABRICATION DESTINES A DETERMINER DES
NIVEAUX DE CAPACITE D'OPERATIONS POUR DES BESOINS D'EVALUATION
D'OPERATION DANS UNE RECHERCHE DE MATURETE OPERATIONNELLE

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US
(Residence), US (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

GREENBERG Nancy S, 5529 Newton Avenue South, Minneapolis, MN 55410, US,
US (Residence), US (Nationality), (Designated only for: US)

WINN Colleen R, 11472 Fairfield Road #103, Minnetonka, MN 55305, US, US
(Residence), US (Nationality), (Designated only for: US)

Legal Representative:

HICKMAN Paul L (agent), Oppenheimer Wolff & Donnelly, LLP, 38th Floor,
2029 Century Park East, Los Angeles, CA 90067-3024, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200108037 A2-A3 20010201 (WO 0108037)

Application: WO 2000US20353 20000726 (PCT/WO US0020353)

Priority Application: US 99361338 19990726

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES

FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD

MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG US

UZ VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 86229

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... example, at capability Level 1, Base Practices are performed. The
performance is ad hoc, **informal**, and unpredictable. At capability
Level 2, the performing of Base Practices are planned and tracked...
progress of all activities against the schedule to ensure that the
schedule is maintained.

To **deliver** an on **time** (based on the release **schedule**) release into
production.

To deliver new sites or services to existing sites on time based...

25/3,K/61 (Item 43 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

00775305 **Image available**

A SYSTEM, METHOD AND COMPUTER PROGRAM FOR DETERMINING CAPABILITY LEVEL OF PROCESSES TO EVALUATE OPERATIONAL MATURITY IN AN ADMINISTRATION PROCESS AREA

SYSTEME, PROCEDE ET ARTICLE MANUFACTURE DE VERIFICATION D'UN PROCESSUS A MATURITE OPERATIONNELLE PAR DETERMINATION DU NIVEAU D'APTITUDE DANS UN DOMAINE DE PROCESSUS TRAITEMENT D'ADMINISTRATION UTILISATEUR

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US
(Residence), US (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

GREENBERG Nancy S, 5529 Newton Avenue South, Minneapolis, MN 55410, US, US (Residence), US (Nationality), (Designated only for: US)

WINN Colleen R, 11472 Fairfield Road #103, Minnetonka, MN 55305, US, US (Residence), US (Nationality), (Designated only for: US)

Legal Representative:

HICKMAN Paul L (agent), Oppenheimer Wolff & Donnelly, LLP, 1400 Page Mill Road, Palo Alto, CA 94304, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200108035 A2-A3 20010201 (WO 0108035)

Application: WO 2000US20238 20000726 (PCT/WO US0020238)

Priority Application: US 99360928 19990726

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 86405

Main International Patent Class: G06F-017/60

25/3,K/62 (Item 44 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00775300

A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR DETERMINING CAPABILITY LEVELS OF A MONITORING PROCESS AREA FOR PROCESS ASSESSMENT PURPOSES IN AN OPERATIONAL MATURITY INVESTIGATION

SYSTEME, PROCEDE ET ARTICLE MANUFACTURE POUR DETERMINER LES NIVEAUX DE CAPACITE D'UNE ZONE DE PROCESSUS DE SURVEILLANCE A DES FINS D'EVALUATION DE PROCESSUS DANS UNE ETUDE DE MATURITE OPERATIONNELLE

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US
(Residence), US (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

GREENBERG Nancy S, 5529 Newton Avenue South, Minneapolis, MN 55410, US, US (Residence), US (Nationality), (Designated only for: US)

WINN Colleen R, 11472 Fairfield Road #103, Minnetonka, MN 55305, US, US (Residence), US (Nationality), (Designated only for: US)

Legal Representative:

HICKMAN Paul L (et al) (agent), Oppenheimer Wolff & Donnelly LLP, 38th Floor, 2029 century Park East, Los Angeles, CA 90067-3024, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200108004 A2 20010201 (WO 0108004)

Application: WO 2000US20280 20000726 (PCT/WO US0020280)
Priority Application: US 99361622 19990726
Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES
FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD
MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG US
UZ VN YU ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 77527

Main International Patent Class: G06F-017/60
Fulltext Availability:
Detailed Description

Detailed Description
... suitable vendor is identified. Prices, terms and conditions are
negotiated with the vendor and the **order** is placed. **Order**
notification and an estimated **delivery date** is sent to the **customer**
Example Any discounts, special terms and relationship impacts are
considered in selecting the best supplierfor...

25/3,K/63 (Item 45 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00764276 **Image available**

METHOD AND SYSTEM FOR UNIVERSAL GIFT REGISTRY
PROCEDE ET SYSTEME DE REGISTRE DE CADEAUX UNIVERSEL

Patent Applicant/Assignee:

FELICITE COM INC, 9 Wilmot Lane, Riverside, CT 06878, US, US (Residence),
US (Nationality)

Inventor(s):

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ALI Inte, 9 Wilmot Lane, Riverside, CT 06878, US

Legal Representative:

LIEBERMAN Lance J, Cohen, Pontani, Lieberman & Pavane, Suite 1210, 551
Fifth Avenue, New York, NY 10176, US

Patent and Priority Information (Country, Number, Date):

Patent: WO 200077703 A1 20001221 (WO 0077703)

Application: WO 2000US15959 20000609 (PCT/WO US0015959)

Priority Application: US 99138538 19990610; US 99421108 19991019

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK
DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR
LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ
TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 22501

Main International Patent Class: G06F-017/60
Fulltext Availability:

GIFT WILL BE IN FFERS W STATUS TO
CASH FORM CCEPTAB **PURCHASED**
1718 S **NOTIFY**
REGISTRANT GIFT IS
CHOOSE THE BEST BEING DELIVERED
OFFER FROM
FIGN 17 ACCEPTABLE LIST
(SEE...

25/3,K/64 (Item 46 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00761423

**A SYSTEM, METHOD, AND ARTICLE OF MANUFACTURE FOR EFFECTIVELY CONVEYING
WHICH COMPONENTS OF A SYSTEM ARE REQUIRED FOR IMPLEMENTATION OF
TECHNOLOGY**

**SYSTEME, PROCEDE ET ARTICLE MANUFACTURE POUR L'ACHEMINEMENT EFFICACE DES
COMPOSANTS D'UN SYSTEME NECESSAIRES A LA MISE EN PRATIQUE D'UNE
TECHNOLOGIE**

Patent Applicant/Assignee:

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(Residence), US (Nationality)

Inventor(s):

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Legal Representative:

BRUESS Steven C (agent), Merchant & Gould P.C., P.O. Box 2903,
Minneapolis, MN 55402-0903, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200073929 A2 20001207 (WO 0073929)

Application: WO 2000US14457 20000524 (PCT/WO US0014457)

Priority Application: US 99321136 19990527

Designated States: AE AG AL AM AT AT (utility model) AU AZ BA BB BG BR BY
CA CH CN CR CU CZ CZ (utility model) DE DE (utility model) DK DK (utility
model) DM DZ EE EE (utility model) ES FI FI (utility model) GB GD GE GH
GM HR HU ID IL IN IS JP KE KG KP KR KR (utility model) KZ LC LK LR LS LT
LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SK
(utility model) SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 150133

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Detailed Description

Detailed Description

... the secondary components to function properly. The primary components
may also be selected to be **delivered** in the first phase in operation
41c.

Finally, in operation 42, a second set of...Considerations

a) Does the product provide the following features?

0 Support for definition of DBMS advanced features (e.g. **triggers** ,

stored procedures, replication, application logic, application generation, referential integrity)
Support for versioning and change control...Code Error Checking - Checks code for common errors (e.g. syntax errors, uninitialized and badly **assigned** variables, unused variables)
0 Code Beautification - Re-formats code in order to make it easier...
generate test data very effectively.

Test Planning

A Test Plan consists of several components.

Test **schedule**

- * Test execution tracking

 - Test cycles

 - Test scripts

160

 - Test conditions

 - Test condition generation

Input data...planning tools, performance management tools, license management tools, remote management tools, systems monitoring tools, **scheduling** tools, help desk tools, etc.. Some Enterprise Management tools even poll the event/data generators...

...Facilities should be given to provide a free format update of actions and investigations, to **assign** the incident / request to a support group, or to escalate the incident.

Date and time...

...the full incident/request history should be available to the person performing the update.

Re- **assign** Incidents I Requests

Possible for incidents and requests to be **assigned** to different support groups, if further investigation is required.

Close Incidents /Requests

Incidents and requests...1332)

Ensures that production activities are performed and controlled as required and as intended.

Production **Scheduling**

Production **Scheduling** determines the requirements for the execution of **scheduled** jobs across a distributed environment. A production **schedule** is then planned to meet these requirements, taking into consideration other processes occurring throughout the...

...line task tracking and workload forecasting. In addition, requirements are determined for the execution of **scheduled** jobs across the environment.

Does an existing component satisfy this requirement?

Production **Scheduling** contains specific requirements that addresses a distributed environments complexity of multiple platforms and system placed...

...What other utilities are available with the tool?

The tool should provide control dependencies to **schedule** workloads such as.

Task/job sequence enforcement, external/internal event driven.

Graphically displays work flow from the **scheduling** criteria and includes such information as task/job name, task description, average run time and resource requirements. Allow clients to define user **schedules** that can be based on predecessor events in the production environment.

Reporting capabilities for forecasting, simulation and analyzing **scheduled** workload.

Monitoring capability of past, present and future workloads as well as tracking of current...

...entire system on multiple platforms in either a parallel or a serial fashion. Therefore, production **scheduling** capabilities across platforms is critical as well as the ability to rerun / restart from single...

...with the Configuration management component facility to obtain configuration data in workload forecasting.

0 The **scheduler** will communicate with other **schedulers** on other systems to run a in a close relationship with the ability to support...

...platforms: MVS, Windows NT, UNIX, and AS/400.

0 Communicates with Backup / Restore to identify **scheduling** constraints due to backup and restoration functions.

0 Communicates with the recovery facility to dynamically...started remotely as well as be automatic or manual (e.g., using scripts, embedded in **schedule**)?
If expertise will not be available locally, it is imperative that remote control of the...

25/3,K/65 (Item 47 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00761422

BUSINESS ALLIANCE IDENTIFICATION

SYSTEME, PROCEDE ET ARTICLE DE PRODUCTION POUR L'IDENTIFICATION D'ALLIANCES COMMERCIALES DANS UN CADRE D'ARCHITECTURE RESEAU

Patent Applicant/Assignee:

ACCENTURE LLP, 100 South Wacker Drive, Chicago, IL 60606, US, US
(Residence), US (Nationality)

Inventor(s):

GUHEEN Michael F, 2218 Mar East Street, Tiburon, CA 94920, US,
MITCHELL James D, 3004 Alma, Manhattan Beach, CA 90266, US,
BARRESE James J, 757 Pine Avenue, San Jose, CA 95125, US,

Legal Representative:

BRUESS Steven C (agent), Merchant, Gould, Smith, Edell, Welter & Schmidt,
P.A., P.O. Box 2903, Minneapolis, MN 55402-0903, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200073928 A2-A3 20001207 (WO 0073928)

Application: WO 2000US14375 20000524 (PCT/WO US0014375)

Priority Application: US 99320816 19990527

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE

DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC

LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI

SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 149371

Main International Patent Class: G06F-017/60
Fulltext Availability:
Detailed Description

Detailed Description

... tool for distributing information to a group of people, as it has the advantage of **delivering** content directly to the 'mailbox' of each **individual**, rather than relying on **individuals** to access a central data repository in **order** to retrieve the information.

Implementation Considerations

a) Is e-mail likely to contain sensitive information...

25/3,K/66 (Item 48 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00579185 **Image available**

REAL TIME VEHICLE PURCHASE REQUEST MANAGEMENT METHOD AND SYSTEM
PROCEDE ET SYSTEME DE GESTION DE DEMANDES D'ACHAT DE VEHICULES EN TEMPS
REEL

Patent Applicant/Assignee:

AUTOBYTEL COM INC, 2nd floor, 18872 MacArthur Boulevard, Irvine, CA 92612
, US, US (Residence), US (Nationality)

Inventor(s):

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NOTTAGE Douglas S, 146 Pergola, Irvine, CA 92612, US,
WAGONER Kevin J, 3521 N. Tamarind Avenue, Rialto, CA 92377-3645, US,
NELSON Tim E, 3783 Live Oak Drive, Pomona, CA 91767, US,

Legal Representative:

ALTMAN Daniel E (agent), Knobbe, Martens, Olson and Bear, LLP, 16th
floor, 620 Newport Center Drive, Newport Beach, CA 92660, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200042558 A2 20000720 (WO 0042558)
Application: WO 2000US962 20000114 (PCT/WO US0000962)
Priority Application: US 99231415 19990114

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ CZ
(utility model) DE DE (utility model) DK DK (utility model) DM EE EE
(utility model) ES FI FI (utility model) GB GD GE GH GM HR HU ID IL IN IS
JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT
RO RU SD SE SG SI SK SK (utility model) SL TJ TM TR TT TZ UA UG UZ VN YU
ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English
Filing Language: English
Fulltext Word Count: 19356

Main International Patent Class: G06F-017/60
Fulltext Availability:

Detailed Description

Detailed Description

... request in the dealer record.

Conventional purchase request delivery systems utilize some degree of batch **processing** before a purchase request notification is generated.

In conventional systems, the delivery is generally by...

...the submission of the purchase request. In contrast, this invention advantageously provides for a real **time delivery** of a purchase request to the appropriate dealer. The **purchase** request delivery and **notification** occur when the **purchase** request record is created, or soon after. Moreover, unlike conventional notification systems, the **buyer** need not specify a **recipient** dealer. This contemplates, however, that the system may permit the buyer to select a recipient...

25/3,K/67 (Item 49 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00577740 **Image available**

xDSL WEB ORDERING TOOL

OUTIL DE COMMANDE xDSL ACCESSIBLE SUR LE WEB

Patent Applicant/Assignee:

US WEST INC,

Inventor(s):

YOKELL Larry J,

CANAVAN Lawrence,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200041113 A1 20000713 (WO 0041113)

Application: WO 99US30832 19991227 (PCT/WO US9930832)

Priority Application: US 98114425 19981231

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK

DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR

LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ

TM TR TT TZ UA UG UZ VN YU ZA ZW GH GM KE LS MW SD SL SZ TZ UG ZW AM AZ

BY KG KZ MD RU TJ TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT

SE BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 14415

Main International Patent Class: G06F-017/60

Fulltext Availability:

Claims

Claim

... system for providing a digital subscriber line service for a loop, the system comprising a **web** -based digital subscriber line ordering tool in communication with a **web** server, the ordering tool being programmed to: authenticate a customer by comparing authentication information provided...

...32 A

r

m 40---@ 44

34

I li N

36

Aw

300 01
CustomerAccesses 310 324 Review ustorner selects 326
Customer **web** siteAnputs customer line to receive
TN # SSN 318 information Megabit service
Ca Request luthenti- Compare...

...and returns answer

C
to
co 454 456 It tech insta s
Appointment chosen, customer
Scheduler selects appointment 4,
M 462
MAGIC
r
M
SONAR
SOP
Notes/Order
Writers
MAGIC returns MegaWOT assoc- MegaWOT su
MegaWOT **status** report to - iates order numbers - SOP errors
MegaWOT with all successes rejects to Ni
BOSS/CARS 518 520
Loop Qual
co
C
Appointment
Scheduler 502 506 516
MAGIC MAGIC formats MAGIC receives
M MAGIC receives CSR and submits SOP...

...than minimum documentation to the extent that such documents are
included in the fields searched **Electronic** data base consulted during
the international search (name of data base and, where practicable,
search...

25/3,K/68 (Item 50 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

00557640 **Image available**

METHOD AND APPARATUS FOR AUCTIONS WITH AUTOMATIC MATCHING
PROCEDE ET APPAREIL DE VENTE AUX ENCHERES AVEC MISE EN CORRESPONDANCE
AUTOMATIQUE

Patent Applicant/Assignee:

LUSTIG Andrew,
ISAAC Jeffrey,

Inventor(s):

LUSTIG Andrew,
ISAAC Jeffrey,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200021013 A1 20000413 (WO 0021013)
Application: WO 99US23260 19991006 (PCT/WO US9923260)
Priority Application: US 98103276 19981006

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES
FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU
LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA
UG UZ VN YU ZW GH GM KE LS MW SD SL SZ TZ UG ZW AM AZ BY KG KZ MD RU TJ

25/3,K/69 (Item 51 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00557639

ELECTRONIC CATALOG AND SHARED ELECTRONIC TRANSACTION SYSTEM
CATALOGUE ELECTRONIQUE ET SYSTEME DE TRANSACTION ELECTRONIQUE PARTAGE

Patent Applicant/Assignee:

ELECTRONIC COMMERCE AND CATALOG SERVICES INC,

Inventor(s):

MATTERN Robin A,
LIZARDOS Elias,
NIKAS Basil W,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200021012 A2 20000413 (WO 0021012)

Application: WO 99US23224 19991004 (PCT/WO US9923224)

Priority Application: US 98102967 19981002; US 99411009 19991001

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK
DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR
LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM
TR TT TZ UA UG UZ VN YU ZA ZW GH GM KE LS MW SD SL SZ TZ UG ZW AM AZ BY
KG KZ MD RU TJ TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 5993

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... Moreover, as modern day communications make the world smaller and greatly expand market territories, a **buyer** is often confronted with a confusing array of considerations when making a purchasing decision. Price, quality, suitability, and **delivery time** are but a few of the many factors a **purchaser** must consider when making a **purchasing** decision. Thus, an **informed purchasing** decision often requires the **purchaser** evaluate the offerings of several vendors. Doing so can be time consuming and a busy **purchaser** may simply opt to make a purchase without doing any real comparison shopping. While making...

25/3,K/70 (Item 52 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00459180 **Image available**

OPERATING RESOURCE MANAGEMENT SYSTEM

SYSTEME DE GESTION DE RESSOURCES DE FONCTIONNEMENT

Patent Applicant/Assignee:

ARIBA TECHNOLOGIES INC,
ADAMS Norman,
BROWN Marc,
CARLSTROM Brian,
ELKIN Brian,
HEGARTY Paul,
HASKIN Guy,
PUTANEC Boris,

Inventor(s):

ADAMS Norman,
BROWN Marc,
CARLSTROM Brian,
ELKIN Brian,
HEGARTY Paul,
HASKIN Guy,
PUTANEC Boris,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9849644 A1 19981105
Application: WO 98US8407 19980427 (PCT/WO US9808407)
Priority Application: US 9744372 19970428

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES
FI GB GE GH HU IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN
MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG US UZ VN YU
ZW AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

Publication Language: English

Fulltext Word Count: 13618

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Detailed Description

Detailed Description

... watcher added Notify requester.

4. Requisition has been modified Notify requester.

5. Final receipt submitted **Notify Purchasing** .

6. PO# **Assigned** to Requisition Line Item Notify Requester.

7. **Time** expired for **delivery** : if the Need-by date Notify requester
that a receipt is passes and no receipt...

25/3,K/71 (Item 53 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00425446 **Image available**

INTELLIGENT AGENT FOR EXECUTING DELEGATED TASKS

AGENT INTELLIGENT DESTINE A EXECUTER DES TACHES DELEGUEES

Patent Applicant/Assignee:

SLOTZNICK Benjamin,

Inventor(s):

SLOTZNICK Benjamin,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9815909 A1 19980416
Application: WO 97US18307 19971009 (PCT/WO US9718307)
Priority Application: US 9627930 19961009; US 9631910 19961122; US
97944923 19971006

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES
FI GB GE GH HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK
MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU
ZW GH KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH DE DK ES
FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML MR NE SN TD
TG

Publication Language: English

Fulltext Word Count: 14530

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Detailed Description

Detailed Description

... to the product, as well.

The term "stand-alone" device also refers to devices which **automatically** send orders or requests or data to third parties for **processing**, such as flower-ordering kiosks directly connected to a dispensing florist or the FTD wire- **network**, regardless of the manner of sending the orders, requests or data. The essence of this type of standalone device is **automated** taking of the order and **automatic** calculation of the time to ship the **order**, followed by **automatic notification** to the third party of the order and **delivery date** at an appropriate time to insure "just in **time**" **delivery** of the item.

The term "interconnected device" refers to devices which perform the same functions...

Set	Items	Description
S1	1051778	CONSUMER? OR CUSTOMER? OR CLIENT? OR BUYER? OR PURCHASER? -
		OR USER? OR SHOPPER? OR PERSON? ? OR INDIVIDUAL? OR RECIPIENT?
S2	700182	PURCHAS? OR BUYING OR BUY? ? OR SOLD OR SELL? ? OR SELLING
		OR SALE? ? OR ORDER?
S3	2709083	DATA? ? OR INFO OR INFORMATION
S4	569447	DELIVER? OR READY OR PICKUP OR PICK?()UP
S5	3912493	TIME OR DATE OR DURATION OR HOUR?? OR MINUTES
S6	4265717	PROGRESS? OR STAGE? ? OR STATUS OR FULFILL? OR PROCESS?
S7	1882829	NOTIF? OR CONTACT??? OR ALERT? OR INFORM OR TRIGGER? OR IN-
		FORM???
S8	5001747	ACTION? OR STEP? ? OR IMPROV? OR CORRECT? OR CHANG???
S9	124484	ASSIGN? OR DELEGAT? OR SCHEDUL?
S10	3505489	COMPUTERI? OR AUTOMAT? OR ELECTRONIC? OR NETWORK? OR ONLINE
		OR ON()LINE OR WEB? OR INTERNET? OR WWW
S11	2866322	GOODS OR PACKAGE? OR ITEM? ? OR EQUIPMENT OR PRODUCT? ?
S12	38579	S2(10N)S11
S13	16280	S4(4N)S5
S14	8150	S10(10N)S12
S15	157	S13 AND S14
S16	127	S15 AND S1
S17	73782	S2(7N)S3
S18	790	S17 AND S13
S19	58	S18 AND S9 AND S10
S20	31	S19 AND S1
S21	425	S18 AND S6
S22	108	S21 AND S1 AND S10
S23	186	(S16 OR S20 OR S22) AND IC=G06F-017/60
S24	66	S16 AND (S8 OR S9 OR S6 OR S7)
S25	29	S22 AND (S7 OR S8)
S26	90	(S24 OR S20 OR S25) AND IC=G06F-017/60
? show file		
File 344:Chinese Patents Abs Aug 1985-2004/Mar		
(c) 2004 European Patent Office		
File 347:JAPIO Nov 1976-2003/Dec(Updated 040402)		
(c) 2004 JPO & JAPIO		
File 350:Derwent WPIX 1963-2004/UD,UM &UP=200421		
(c) 2004 Thomson Derwent		
File 371:French Patents 1961-2002/BOPI 200209		
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26/5/1 (Item 1 from file: 347)

DIALOG(R)File 347:JAPIO

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07674168 **Image available**

METHOD AND SYSTEM FOR MEDIATING **ELECTRONIC** COMMERCE FOR NC DATA, SERVER AND PROGRAM

PUB. NO.: 2003-168030 [JP 2003168030 A]

PUBLISHED: June 13, 2003 (20030613)

INVENTOR(s): SHINKAI KOICHI

NAKAZAWA YASUYUKI

APPLICANT(s): MATSUSHITA ELECTRIC WORKS LTD

APPL. NO.: 2001-363733 [JP 2001363733]

FILED: November 29, 2001 (20011129)

INTL CLASS: **G06F-017/60** ; G05B-019/418; G06F-019/00

ABSTRACT

PROBLEM TO BE SOLVED: To provide an NC data **electronic** commerce mediation method capable of **improving** the reliability of NC data and delivering the NC data to a **customer**, and to provide a system, a server and a program therefor.

SOLUTION: The server 4 is provided with a function for transferring NC data preparation specification data and **processing** model data received from a **customer** side **Internet** terminal 2 to an NC data preparation agent side **Internet** terminal 3 through the **Internet** 1 as prescribed format data, a function for transferring estimate answer data to the terminal 2 through the **Internet** 1 at the **time** of receiving a **delivery date** and the estimate answer of a preparation amount which are transferred from the terminal 3 through the **Internet** 1, a function for **ordering** the NC **data** to the terminal 3 through the **Internet** 1 at the time of receiving an order approval answer from the terminal 2, and a function for verifying the prepared NC data.

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26/5/2 (Item 2 from file: 347)

DIALOG(R)File 347:JAPIO

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07597822 **Image available**

NETWORK SYSTEM, SERVER DEVICE, INFORMATION PROVIDING METHOD AND PROGRAM

PUB. NO.: 2003-091668 [JP 2003091668 A]

PUBLISHED: March 28, 2003 (20030328)

INVENTOR(s): USUI JUNSUKE

KATAOKA KEISUKE

HANAI ATSUSHI

MISUMI SACHIKO

SHINOHARA EIJI

KAMIMURA SHIZUKA

TORIKAI TATSUTO

APPLICANT(s): RICOH CO LTD

APPL. NO.: 2001-285212 [JP 2001285212]

FILED: September 19, 2001 (20010919)

INTL CLASS: **G06F-017/60**

ABSTRACT

PROBLEM TO BE SOLVED: To reliably deliver merchandise sold by **online** shopping.

SOLUTION: A shopping server executes order acceptance **processing** (**Step** S51) to accept an order for merchandise in response to the execution by a **user** of a procedure for indicating the purchase of the merchandise. Order confirmation and order placement **processing** is executed (**Step** S52) to confirm the merchandise **ordered** by the **user** and transmit **order data** to an **order** accepting and placing server. The order accepting and placing server executes delivery management and reservation **processing** (**Step** S53) to specify a delivery center with a stock of the ordered merchandise and reserve the stock according to order content. **Deliverable date** specification **processing** and **delivery date** specification **processing** are executed (**Step** S54 and S55) to specify a **scheduled delivery date** and **notify** the shopping server about it. The shopping server executes order acceptance **notification processing** (**Step** S56) to allow a **client** terminal to present the **scheduled delivery date** of each piece of ordered merchandise.

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26/5/3 (Item 3 from file: 347)

DIALOG(R)File 347:JAPIO

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07564903 **Image available**

DELIVERY DATE ANSWER SYSTEM

PUB. NO.: 2003-058744 [JP 2003058744 A]

PUBLISHED: February 28, 2003 (20030228)

INVENTOR(s): TATSUKI MASAKAZU

SUGA MASAYUKI

CHIKUSHIMA TAKAHIRO

APPLICANT(s): HITACHI LTD

APPL. NO.: 2001-248113 [JP 2001248113]

FILED: August 17, 2001 (20010817)

INTL CLASS: **G06F-017/60**

ABSTRACT

PROBLEM TO BE SOLVED: To provide a **Web** vending in which the **date** of **delivery** for every payment condition selectable by **client** can be collectively answered to the **client** side and a product can be delivered within a short term corresponding to the selected payment condition.

SOLUTION: In the **delivery date** answer system provided with a receiving function for receiving a **delivery date** inquiry request and **order information** from the **client** through the **Web**, a **delivery date** calculating function for calculating the **date** of **delivery** for each payment condition selected by the **client**, a display function for collectively displaying the **date** of **delivery** for each payment condition and a **delivery date** answering function for answering the formal **date** of **delivery** based on the payment condition of a formal order determined by the **client**, the **delivery date** calculating function has a function for dividing a producible limit composed of producible quantity **information** and received **order information** for each payment condition selectable for the **client** and assigning **client order information** to each of divided producible limits while giving priority.

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26/5/4 (Item 4 from file: 347)

DIALOG(R)File 347:JAPIO

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07512655 **Image available**

**SELLING METHOD OF IRON PRODUCT BY ORDERING AND ORDER RECEPTION
ONLINE**

PUB. NO.: 2003-006478 [JP 2003006478 A]

PUBLISHED: January 10, 2003 (20030110)

INVENTOR(s): KIYOHARA SADAO

YASUDA HIDEO

UCHIDA KAZUHIKO

APPLICANT(s): NIPPON STEEL CORP

APPL. NO.: 2001-190835 [JP 2001190835]

FILED: June 25, 2001 (20010625)

INTL CLASS: **G06F-017/60** ; G05B-019/418

ABSTRACT

PROBLEM TO BE SOLVED: To provide an iron- **product selling** method, based upon **online ordering** and **order** reception, which can deliver an **ordered iron product** to a **user** earlier.

SOLUTION: A list of semi-finished product data which are previously manufactured and stocked on the manufacturer side is displayed on a server computer of the manufacturer and also on a **user** computer connected through a **network**. When a tentative **order** for a semi-finished **product** in stock or an **order** indicating a choice of necessary **processing** specifications, etc., is received from the **user** through the network, the manufacturer side confirms the order contents, adjusts the selection of a conveying means corresponding to a desired **date of delivery**, and indicates the production through the adjustment. Further, semi-finished product data are modified corresponding to the order. Furthermore, production plan data on an ordinary order-received product can be also displayed together with the semi-finished product data.

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26/5/5 (Item 5 from file: 347)

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07504754 **Image available**

METHOD FOR ACCEPTING ORDER OF GAME MACHINE

PUB. NO.: 2002-373274 [JP 2002373274 A]

PUBLISHED: December 26, 2002 (20021226)

INVENTOR(s): UGAWA SHOHACHI

OGURA TAKAO

APPLICANT(s): SANKYO KK

APPL. NO.: 2001-181730 [JP 2001181730]

FILED: June 15, 2001 (20010615)

INTL CLASS: **G06F-017/60** ; A63F-007/02

ABSTRACT

PROBLEM TO BE SOLVED: To provide a method to enable a game center as an orderer to order a game machine by confirming its **delivery date** in

advance.

SOLUTION: In this method for accepting an order of the game machine to accept the order of the game machine by using a server computer 1 connected with a computer **network** 8 consisting of a plurality of computer terminals connected to enable data communication, it is constituted so that the server computer 1 has a production data base in which information regarding production **schedule** of the game machine is registered and includes at least a desire acceptance step to at least accept desired **delivery date** of the game machine from the game center to be a **customer**, a deliverable model distribution step to extract a model and quantity which can be **delivered** on the desired **delivery date** and to distribute the extracted model and quantity to the game center based on the accepted desired **delivery date** from the game center and registration **information** of the production **data** base, an **order** acceptance step, an **order** contents registration step and a confirmation **information** distribution step for the distributed deliverable model.

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26/5/6 (Item 6 from file: 347)

DIALOG(R)File 347:JAPIO

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07419934 **Image available**

METHOD AND SYSTEM FOR MASK TRANSACTION

PUB. NO.: 2002-288444 [JP 2002288444 A]
PUBLISHED: October 04, 2002 (20021004)
INVENTOR(s): AKIYAMA TATSUO
OKUMURA KATSUYA
APPLICANT(s): TOSHIBA CORP
APPL. NO.: 2001-087470 [JP 200187470]
FILED: March 26, 2001 (20010326)
INTL CLASS: G06F-017/60 ; G03F-001/08

ABSTRACT

PROBLEM TO BE SOLVED: To shorten **time** from ordering to **delivery** of a mask product by realizing close **information** exchange between a **person** expected to **purchase** a mask and a mask factory.

SOLUTION: A host unit 20 of a mask transaction system is provided with a **purchase** agent 22 which exchanges **information** with the **person** expected to **purchase** a mask via a **network** and a factory agent 24 which exchanges information with a factory 60. The host unit 20 is also provided with a calculation part 26, a progress selection part 28, and a production indication part 32. The calculation part 26 refers to line information related to the production line in the factory 60 and price **information** related to the mask **sale** price to calculate a **scheduled** price and a **scheduled delivery date** of the mask product. The progress selection part 28 transmits the **scheduled** price and the **scheduled delivery date** to the **person** expected to purchase the mask to make him or her select whether the production of the mask should be advanced or not. When he or she selects advance of mask production, the production instruction part 32 transmits a request for mask production to the mask factory 60.

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DIALOG(R)File 347:JAPIO

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07361863 **Image available**

ELECTRONIC COMMERCE SYSTEM AND STORAGE MEDIUM STORED WITH PROGRAM

PUB. NO.: 2002-230360 [JP 2002230360 A]

PUBLISHED: August 16, 2002 (20020816)

INVENTOR(s): TAKAHASHI MARIKO

IZAKI KIMISUKE

MORIO YOSHINARI

APPLICANT(s): TOSHIBA CORP

APPL. NO.: 2001-023366 [JP 200123366]

FILED: January 31, 2001 (20010131)

INTL CLASS: **G06F-017/60**

ABSTRACT

PROBLEM TO BE SOLVED: To improve **customer** services.

SOLUTION: This system is equipped with a CPU 3 which receives **order information** regarding at least an article and its desired **date of delivery** from a **customer** terminal 1 connected through a communication **network** 7, a DB 4 for thing management, which stores article information as information regarding provided articles and stock information on the articles, and further article reception **scheduled** date information on the articles when the articles are out of stock, and the CPU 3 which retrieves article **information** and stock **information** on an **ordered** article from the DB 4 on the basis of the **order information** received by the CPU 3, retrieves article reception **scheduled** date information on the article if the article is out of stock, and sends the article reception **scheduled** date information back to the **customer** terminal 1 when the **scheduled** date is later than the desired **date of delivery** .

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07347544 **Image available**

METHOD AND SYSTEM FOR ACQUIRING **INFORMATION** AND **PURCHASING** MERCHANDISE THROUGH **NETWORK** , AND PROGRAM

PUB. NO.: 2002-216035 [JP 2002216035 A]

PUBLISHED: August 02, 2002 (20020802)

INVENTOR(s): SHIIKI HIROFUMI

INOUE MASATAKA

YOSHIDA TOSHIO

ONO YUGO

INAGAKI SHINJI

NANAMI HIROKI

SAITO HISAHIRO

TSUCHIDA TETSUAKI

APPLICANT(s): NEC MOBILING LTD

APPL. NO.: 2001-009405 [JP 20019405]

FILED: January 17, 2001 (20010117)

INTL CLASS: **G06F-017/60** ; **G06F-017/30**

ABSTRACT

PROBLEM TO BE SOLVED: To provide a method and system for acquiring **information** and **purchasing** merchandise through the **Internet** and a recording medium, by which the burden of both a **user** and an entrepreneur can be reduced and service which is more convenient for a **user** can be provided at the time of acquiring objective **information**, at the time of **purchasing** merchandise, at the time of settling the merchandise price and at the **time** of **delivering** the merchandise through a **network**.

SOLUTION: The 'personal information, taste information, history information, and life **schedule** information' of each **user** 10 is registered in a data base 52 of a data center 50, and when a request for information provision is issued from the **user** 10, information provided by the site of a cooperative agent 80 is selected based on the information registered in the data base 52, and a **Web** page exclusive for the **user** is edited, and transmitted to the terminal of the **user** 10.

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07339299 **Image available**

NETWORK SYSTEM, DEVICE AND METHOD FOR INFORMATION PROCESSING, AND STORAGE MEDIUM READABLE BY COMPUTER

PUB. NO.: 2002-207790 [JP 2002207790 A]

PUBLISHED: July 26, 2002 (20020726)

INVENTOR(s): SUZUKI OSAMU

YAMAGUCHI HIDEKI

KURIHARA HIDEO

ISHII HITOSHI

APPLICANT(s): CANON INC

APPL. NO.: 2001-002706 [JP 20012706]

FILED: January 10, 2001 (20010110)

INTL CLASS: **G06F-017/60** ; G05B-019/418

ABSTRACT

PROBLEM TO BE SOLVED: To forecast a manufacturing process load accurately with minimum effort and exactly answer a **delivery date** in examining acceptance of an order before accepting the order in an **individual** production by **order** system.

SOLUTION: In creating pattern **data**, a part name, the number of parts, a name of a process, an order of processes, result man-hour, a standard move, and a code outside a process are read out from a result data table via a **network** 106, and are stored in a memory, and by referring to a master table of the code outside a process, only a record which a patterned flag is OK is recorded in a process for creating pattern data by a computer 101. In a process for registering the pattern data, a pattern code, a product code, the name of the part, the number of parts, the name of the process, the order of processes, the result man-hour, and the standard move are read out from the memory, and a new record is created in a pattern data table, and the pattern code, a pattern source product code, the name of the part, the number of parts, the name of the process, the order of processes, **scheduled** man-hour, the standard move are recorded.

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07319134 **Image available**
PHYSICAL DISTRIBUTION SYSTEM

PUB. NO.: 2002-187621 [JP 2002187621 A]
PUBLISHED: July 02, 2002 (20020702)
INVENTOR(s): KIKUCHI SHOJI
APPLICANT(s): CANON INC
APPL. NO.: 2000-391296 [JP 2000391296]
FILED: December 22, 2000 (20001222)
INTL CLASS: B65G-061/00; G06F-017/60

ABSTRACT

PROBLEM TO BE SOLVED: To provide a physical distribution system effective in preserving the environment by making a good use of limited resource.

SOLUTION: An order receiver receives contents of an **order** with an **information processing** system 130 and a receiving and sending part 131 of an **electronic** store, and creates **customer** data, commodity data and commodity delivery distribution plan with an input part 132b of an input control part 132 to store it in a database of a memory part 133. A receipt of order is advised a **customer** after confirming the content of the order. A delivery center 150 is **automatically** selected according to information of any home delivery service specified by the **customer** or delivery to a store, and commodity inventory. An instruction based on a distribution plan including a delivery destination, a **delivery** data, a collection **date**, a collection article **pick up** location and the like is **informed** to the delivery center 150. The delivery center 150 delivers the commodity, collects a trade-in collection article on commodity delivery in the case of home delivery service or at a collection pick up location specified by the store in the case of store delivery. The trade-in collection articles are collected to a recycle plant 140.

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07292353 **Image available**
DELIVERY MANAGEMENT SYSTEM

PUB. NO.: 2002-160826 [JP 2002160826 A]
PUBLISHED: June 04, 2002 (20020604)
INVENTOR(s): TSUKUDA GUNJI
APPLICANT(s): HITACHI LTD
APPL. NO.: 2001-265212 [JP 2001265212]
Division of 08-317438 [JP 96317438]
FILED: November 28, 1996 (19961128)
INTL CLASS: B65G-061/00; G06F-017/60

ABSTRACT

PROBLEM TO BE SOLVED: To smoothen delivery of a commodity purchased by the **on - line** shopping from a distribution trader to a **purchaser**.

SOLUTION: This delivery management system has a means for deciding a **delivery** expected **date** and **time** of a **purchased** commodity on the basis of the delivery **information** every area of a distribution trader and the **schedule information** of a **purchaser**, a means for deciding whether a delivery is performed via an agent or not on the basis of the information about the utilization reference of the agent in relation to a delivery, and a means for detecting a commodity stocked for a long time in the agent in case of delivering the commodity from the distribution trader to the **purchaser** via the agent. As a result, since the **delivery** expected **date** is clear, probability that the **purchaser** stays home when delivering is high, and an early delivery of the commodity is possible. The **purchaser** can receive the commodity independently of the business hour of the distribution trader by utilizing the agent. A problem that the **purchaser** forgets to receive from the agent can be solved early.

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07195002 **Image available**

NETWORK TRANSACTION MEDIATION METHOD, **NETWORK** TRANSACTION SYSTEM AND **NETWORK** TRANSACTION CENTER

PUB. NO.: 2002-063407 [JP 2002063407 A]
PUBLISHED: February 28, 2002 (20020228)
INVENTOR(s): KISHI HIROYUKI
APPLICANT(s): FUJITSU LTD
APPL. NO.: 2000-253054 [JP 2000253054]
FILED: August 23, 2000 (20000823)
INTL CLASS: G06F-017/60

ABSTRACT

PROBLEM TO BE SOLVED: To present delivery **schedule** information including a price and a **delivery date** to each purchasing party of purchase object merchandise and to complete a transaction between companies relating to the purchase object merchandise as well simultaneously with the reception of an order from the **purchaser**.

SOLUTION: In a step 100, a **customer** is provided with information regarding merchandise. In a step 101, the **customer** refers to the information regarding the merchandise provided by a transaction server and selects the merchandise **scheduled** to be **purchased**. In a step 102, merchandise selection **information** is received, the delivery **schedule** information of the merchandise selected by the **customer** is prepared and provided for the **customer**. The delivery **schedule** information such as a merchandise name, the price and the **delivery date** is prepared for each retail trader handling the merchandise and is provided for the **customer**. In a step 103, the **customer** refers to the delivery **schedule information** and puts in an **order**. In a step 104, the transaction server 30 receives **order information**, prepares slip **information** required for slip preparation and provides it for the retail trader, a delivery trader and a distribution trader, etc.

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07091504 **Image available**
COMMODITY HOUSE DELIVERY SYSTEM

PUB. NO.: 2001-319160 [JP 2001319160 A]
PUBLISHED: November 16, 2001 (20011116)
INVENTOR(s): OKADA RYOTA
APPLICANT(s): JCB KK
APPL. NO.: 2000-134816 [JP 2000134816]
FILED: May 08, 2000 (20000508)
INTL CLASS: **G06F-017/60** ; B65G-001/137; G08G-001/00

ABSTRACT

PROBLEM TO BE SOLVED: To provide a commodity home delivery system where a commodity is smoothly received from a retailer and the commodity is smoothly delivered to a **customer** and the commodity can be received at a place and time designated by the **customer** .

SOLUTION: The management system which can transmit information among the retailer, a delivery agent and the **customer** through an information communication **network** obtains present position information of the delivery agent who periodically patrols a traveling route connecting one or a plurality of commodity receiving places of the retailer, which are previously set, and one or a plurality of commodity delivery places of the **customer** on a real time basis, calculates **delivery schedule time** to the **delivery** place based on present position information , displays it with commodity **information** and transmits **order information** and deliver designation **information** from the **customer** to the delivery agent.

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07079018 **Image available**
SYSTEM AND METHOD FOR GIFT DELIVERY CAPABLE OF SENDING INVOICE AT DELIVERY STAGE

PUB. NO.: 2001-306664 [JP 2001306664 A]
PUBLISHED: November 02, 2001 (20011102)
INVENTOR(s): TAMURA YUKIO
APPLICANT(s): NEC CORP
APPL. NO.: 2000-122080 [JP 2000122080]
FILED: April 24, 2000 (20000424)
INTL CLASS: **G06F-017/60** ; B65G-001/137; G06F-019/00

ABSTRACT

PROBLEM TO BE SOLVED: To provide a system and a method for gift delivery system which handles the delivery of an invoice and the delivery of a gift together at a delivery stage and delivers the invoice to the **recipient** before the gift is delivered or together with the gift.

SOLUTION: This system comprises a **user** 's terminal 10 that an orderer uses, a seller's terminal 20 that a seller uses, a delivery company terminal 30 which is installed at a delivery company, a **network** 100 which

connects those terminals to one another, and an invoice printer 40 attached to the delivery company terminal 30, which receives **information** regarding an **ordered** gift, **information** regarding the address of a **recipient**, etc., and information regarding the invoice, computes the **date of scheduled delivery** to the **recipient** from those pieces of information, and adds the information regarding the invoice and outputs the invoice by the invoice printer 40 at the **scheduled** date.

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07069625 **Image available**
DELIVERY **SCHEDULE** GENERATING METHOD

PUB. NO.: 2001-297270 [JP 2001297270 A]
PUBLISHED: October 26, 2001 (20011026)
INVENTOR(s): TSUKUDA GUNJI
APPLICANT(s): HITACHI LTD
APPL. NO.: 2001-064337 [JP 200164337]
Division of 08-317438 [JP 96317438]
FILED: November 28, 1996 (19961128)
INTL CLASS: **G06F-017/60**

ABSTRACT

PROBLEM TO BE SOLVED: To make it smooth to deliver an article that the **purchaser** bought by **on - line** shopping or the like from a distributor to a **purchaser**.

SOLUTION: This method has a means which determines the date and time when the purchase article is expected to be delivered according to delivery information by areas of the distributor and **schedule information** of the **purchaser**, a means which determines whether or not the article is delivered via an intermediary store by using the information of the intermediary state use standard on the delivery of the article, and a means which detects articles having been stored at the intermediary store for a long time when the article is **delivered** to the **purchaser** from the distributor through the intermediary store. Consequently, the **delivery scheduled date** is clear, so the **purchaser** is at home at the **delivery time** with high possibility, and the article can be quickly delivered. When the intermediary store is used, the article can be received without being restricted by the business hours of the distributor. Further, forgetting to receive the article at the intermediary state can be solved in its early stage.

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07063384 **Image available**
SALES SUPPORTING SYSTEM AND SALES SUPPORTING METHOD

PUB. NO.: 2001-291022 [JP 2001291022 A]
PUBLISHED: October 19, 2001 (20011019)

INVENTOR(s): HOSHI MASATO
APPLICANT(s): NISSAN MOTOR CO LTD
APPL. NO.: 2000-107941 [JP 2000107941]
FILED: April 10, 2000 (20000410)
INTL CLASS: G06F-017/60

ABSTRACT

PROBLEM TO BE SOLVED: To provide a sales supporting system and a sales supporting method for smoothly performing sales.

SOLUTION: A sales supporting communication terminal 2 is connected to the **Internet** 7 connected to plural **customer** communication terminals 8, a storage means 4 is connected to the sales supporting communication terminal 2 and a judgment means 3 is connected to the storage means 4. A notifying content decision means 9 is connected to the sales supporting communication terminal 2 and the storage means 4 and plural manufacture **information** communication terminals 5 and **sales information** communication terminals 6 are connected to the **sales** supporting communication terminal 2. The judgment means 3 decides the **delivery scheduled date** of a contract **customer** and stores the contract **customer** and the **delivery scheduled date** in a storage means 4 when a sales contract is concluded and decides the change of the **delivery scheduled date** and stores the changed **delivery** scheduled date in the storage means 4 when one of the contract **customers** cancels the sales contract. The notifying content decision means 9 decides notifying contents from the **information** of the **delivery scheduled date** and the **sales** supporting communication terminal 2 notifies the **delivery scheduled date** to the contract **customer** through the **Internet** 7.

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06156710 **Image available**
TELEPHONE ORDER ACCEPTING SYSTEM AND ACCEPTING METHOD THEREFOR

PUB. NO.: 11-098253 [JP 11098253 A]
PUBLISHED: April 09, 1999 (19990409)
INVENTOR(s): WATANABE ISAO
APPLICANT(s): KOKUSAI ELECTRIC CO LTD
APPL. NO.: 09-256308 [JP 97256308]
FILED: September 22, 1997 (19970922)
INTL CLASS: H04M-003/42; G06F-017/60 ; H04M-011/00

ABSTRACT

PROBLEM TO BE SOLVED: To simplify a **customer** operation when a telephone order is accepted, and to **improve** use ability.

SOLUTION: When a **customer** performs access from a subscriber terminal 2 through a public line **network** 3 to a telephone **order** acceptance simplifying device 1 and inputs **order information** such as a merchandise code, number, and **delivery date** in accordance with voice guide from a telephone order acceptance simplifying device 1, a personal computer 12 accepts this through a modem 11, receives an original of transmission telephone number from the public line **network** 3 read by an origin of transmission telephone number reading device 14, connects this with the **order information** , and transmits it to a host terminal 5. The host

terminal 5 extracts the name and address or the like of the **customer** from the origin of transmission telephone number by referring to a **customer** data base 6 for storing the telephone number, name, and address or the like of the **customer** which correspond to each other, and operates a transmission **processing** from this and the **order information**.

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05904701 **Image available**

MANAGEMENT DEVICE FOR DELIVERY COMMODITY

PUB. NO.: 10-187801 [JP 10187801 A]

PUBLISHED: July 21, 1998 (19980721)

INVENTOR(s): ITO NAOKI

APPLICANT(s): TEC CORP [000356] (A Japanese Company or Corporation), JP
(Japan)

APPL. NO.: 08-341069 [JP 96341069]

FILED: December 20, 1996 (19961220)

INTL CLASS: [6] **G06F-017/60**

JAPIO CLASS: 45.4 (INFORMATION **PROCESSING** -- Computer Applications

JAPIO KEYWORD: R107 (INFORMATION **1PROCESSING** -- OCR & OMR Optical Readers);

R108 (INFORMATION **PROCESSING** -- Speech Recognition &
Synthesis); R131 (INFORMATION **PROCESSING** -- Microcomputers
& Microprocessors

ABSTRACT

PROBLEM TO BE SOLVED: To omit the service where a clerk **contacts** a **customer** by telephone by retrieving a commodity order reception file to extract the **customer** whose ordered commodities are delivered and dialing **automatically** the **customer** 's telephone number to **notify** him of delivery of the commodities.

SOLUTION: A POS terminal is connected to a host computer placed at a store management center, etc., via a communication circuit L1 such as a LAN, etc., and also to a public telephone **network** via a telephone circuit L2. A CPU 12 retrieves a photo order reception file sent from a RAM 14 based on the stored **delivery date data** and extracts a **customer** whose **ordered** photos are delivered. Then the telephone number **data** on the extracted **customer** are given to a circuit connection part 18, and the **customer** 's telephone number is **automatically** dialed to **notify** him of delivery of his ordered commodities. Thus, it's not required for a clerk to **contact** the **customer** by telephone to make him fetch his ordered photos.

26/5/19 (Item 19 from file: 347)

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05878965 **Image available**

DELIVERY MANAGEMENT SYSTEM

PUB. NO.: 10-162065 [JP 10162065 A]

PUBLISHED: June 19, 1998 (19980619)

INVENTOR(s): TSUKUDA GUNJI

APPLICANT(s): HITACHI LTD [000510] (A Japanese Company or Corporation), JP

(Japan)
APPL. NO.: 08-317438 [JP 96317438]
FILED: November 28, 1996 (19961128)
INTL CLASS: [6] **G06F-017/60** ; B65G-001/137; G07C-005/00
JAPIO CLASS: 45.4 (INFORMATION **PROCESSING** -- Computer Applications);
26.9 (TRANSPORTATION -- Other); 46.1 (INSTRUMENTATION --
Measurement
JAPIO KEYWORD: R107 (INFORMATION **PROCESSING** -- OCR & OMR Optical Readers

ABSTRACT

PROBLEM TO BE SOLVED: To smoothly deliver a purchased article from a delivery company to the **purchaser** by determining the delivery **scheduled data**, etc., of the article to be delivered between a distribution server and the **client** and **informing** at least one of the distributions sever and **client** that the article to be delivered has been received or shipped by an agent store by an agent store server.

SOLUTION: Delivery-article information with a blank **delivery scheduled date** field is obtained. A list of **scheduled** dates and **time** of **delivery** to a **delivery** destination address is obtained from the delivery destination address of the obtained delivered article information and delivered article information. The obtained **delivery** destination **scheduled** dates and **time** and the contract code of the delivered article are reported to the delivery destination **electronic** address of the delivered article information 122. According to the **delivery schedule** data and **time** list and **schedule** information, the earliest **delivery schedule** data and **time** are obtained. Then, to which of an agent store and delivery destination address the article is to be delivered, is determined on the basis of necessary standards. Then, the distribution server at the information source of the **delivery scheduled** data and **time** list is **informed** of an agent store in use and the earliest **delivery scheduled** data and **time** and the **delivery scheduled** data and **time** are registered in **schedule information** 123 and **purchased article information** 124.

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05841485 **Image available**
AUTOMATIC VENDING MACHINE NETWORK SYSTEM

PUB. NO.: 10-124585 [JP 10124585 A]
PUBLISHED: May 15, 1998 (19980515)
INVENTOR(s): TANABE AKIRA
MIZUGUCHI KAZUMI
HITOMI AKIRA
YOSHIMURA SHIGETAKA
SHIMO YOSHIHIDE
APPLICANT(s): SHIMAZU NETWORK SYST KK [000000] (A Japanese Company or Corporation), JP (Japan)
JIILE KK [000000] (A Japanese Company or Corporation), JP (Japan)
MAIZURU KEIKI KK [000000] (A Japanese Company or Corporation), JP (Japan)
HIROSAWA KIKAI HANBAI KK [000000] (A Japanese Company or Corporation), JP (Japan)
SHIMO YOSHIHIDE [000000] (An Individual), JP (Japan)
APPL. NO.: 08-282610 [JP 96282610]

FILED: October 24, 1996 (19961024)
INTL CLASS: [6] **G06F-017/60** ; G06F-019/00; G07F-009/00
JAPIO CLASS: 45.4 (INFORMATION **PROCESSING** -- Computer Applications);
29.4 (PRECISION INSTRUMENTS -- Business Machines
JAPIO KEYWORD: R012 (OPTICAL FIBERS); R088 (PRECISION MACHINES -- Automatic
Vending Machines); R116 (ELECTRONIC MATERIALS -- Light
Emitting Diodes, LED); R130 (ELECTRIC COMMUNICATIONS --
Pocket Bell Paging Devices)

ABSTRACT

PROBLEM TO BE SOLVED: To easily obtain information related with an automatic vending machine without depending on a delivery staff, and to easily attain merchandise supply just in time by connecting a managing device, network center, **user** terminal, and a delivery car through a communication network.

SOLUTION: A managing device 10 is provided with a control BOX 11, information communication BOX 12, and PHS 13. This system is constituted of a host center 3 connected through a communication line such as a telephone line 22 with this managing device 10, **user** terminal 41 connected through a communication network 2a with this host center 3, and a delivery car 5 equipped with a wireless communication **equipment** for delivering merchandise to be **sold** to the **automatic** vending machine 1. Thus, information related with the automatic vending machine 1 can be easily obtained in real **time** without depending on a **delivery** staff. Also, merchandise supply can be easily attained just in time so that the sales promotion of merchandise by the automatic vending machine 1 can be easily attained.

26/5/21 (Item 21 from file: 347)

DIALOG(R) File 347:JAPIO

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05449710 **Image available**

PRODUCTION SYSTEM AND PRODUCTION **SCHEDULING** METHOD FOR PRINTED CIRCUIT BOARD

PUB. NO.: 09-064510 [JP 9064510 A]

PUBLISHED: March 07, 1997 (19970307)

INVENTOR(s): HIRAKURI NAOFUSA

FUJIKAWA TOMOYA

FURUKAWA NOBORU

APPLICANT(s): HITACHI TELECOM TECHNOL LTD [329626] (A Japanese Company or Corporation), JP (Japan)

APPL. NO.: 07-233207 [JP 95233207]

FILED: August 21, 1995 (19950821)

INTL CLASS: [6] H05K-003/00; B23Q-041/08; G05B-019/418; **G06F-017/60** ;
G06F-017/50

JAPIO CLASS: 42.1 (**ELECTRONICS** -- **Electronic** Components); 22.3
(MACHINERY -- Control & Regulation); 25.2 (MACHINE TOOLS --
Cutting & Grinding); 45.4 (INFORMATION **PROCESSING** --
Computer Applications

ABSTRACT

PROBLEM TO BE SOLVED: To realize a production system in which the production **schedule** can be modified easily upon request from a **client** by registering and managing the **sales** results of each **product** up to the present and the **order** **information** from each **sales** office and requesting production **automatically** to a production planning section when

the stock decreased below the minimum level.

SOLUTION: **Order information** from each sales office is registered in the **order information** D. B. 12 at a **sales** office and the inventory **information** D. B. 21 at a product management section 20 is accessed immediately in order to determine the presence of the stock. The inventory is set **automatically** from the average sale and the increase rate of sale for the past two years determined based on the **data** of **sales** result D. B. 11. If the stock is deficient, the data of **delivery** is compared with the **date** of starting work and a production request mail for modifying the **schedule** to the earlier one is delivered to a production planning section 30. This method realizes a system wherein the production **schedule** is averaged, a high efficiency production **schedule** is planned and the production **schedule** can be modified easily upon request from a **client**.

26/5/22 (Item 1 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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015936936 **Image available**

WPI Acc No: 2004-094777/200410

XRPX Acc No: N04-075858

Purchase order automatic **estimated device used for estimating light molding goods , calculates man-hour required for manufacturing selected product and its delivery date based on basic scale of product**

Patent Assignee: NEIBU KK (NEIB-N)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2004013846	A	20040115	JP 2002170557	A	20020611	200410 B

Priority Applications (No Type Date): JP 2002170557 A 20020611

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
JP 2004013846	A		26	G06F-017/60	

Abstract (Basic): JP 2004013846 A

NOVELTY - The **user** selects shape, size, finishing conditions of selected product through basal condition input unit displaying a menu for selection of required product. A determination unit determines manufacturing **process** based on selected information. The man- **hour** and **delivery date** are calculated based on information converted into basic scale, and estimate is calculated for the required product, and displayed.

USE - **Automatic** estimated device for producing estimate of **purchase order of product** such as light molding **goods** , paper stacking molding **goods** , trial production metallic mold and inspection jig.

ADVANTAGE - By calculating exact man- **hour** and the **delivery date** , a more exact estimate of product purchase order is made easily.

DESCRIPTION OF DRAWING(S) - The figure shows a flowchart explaining the operation of automatic estimated device. (Drawing includes non-English language text).

pp; 26 DwgNo 1/27

Title Terms: PURCHASE; ORDER; AUTOMATIC; ESTIMATE; DEVICE; ESTIMATE; LIGHT; MOULD; GOODS; CALCULATE; MAN; HOUR; REQUIRE; MANUFACTURE; SELECT; PRODUCT ; DELIVER; DATE; BASED; BASIC; SCALE; PRODUCT

Derwent Class: T01; T06

International Patent Class (Main): G06F-017/60

International Patent Class (Additional): G06F-017/50
File Segment: EPI

26/5/23 (Item 2 from file: 350)
DIALOG(R) File 350:Derwent WPIX
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015834127 **Image available**
WPI Acc No: 2003-896331/200382
Related WPI Acc No: 2003-786420
XRPX Acc No: N03-715250

Online communication schema, has consumer status request message with source identifier identifying set of websites from which request originated and consumer status reply message with order status information

Patent Assignee: FORD MOTOR CO (FORD)
Inventor: HANZEK J J
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 6654726	B1	20031125	US 99163755	P	19991105	200382 B
			US 2000538516	A	20000329	

Priority Applications (No Type Date): US 99163755 P 19991105; US 2000538516 A 20000329

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 6654726	B1	61	G06F-017/60	Provisional application	US 99163755

Abstract (Basic): US 6654726 B1

NOVELTY - The schema has a **consumer status** request message comprising a source identifier identifying a set of websites from which the **consumer status** request originated. A **consumer status** reply message comprising order **status** information associated with a particular online order and the order **status** information is retrieved based upon the source identifier.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

(a) an **online** method of obtaining **status** information related to an **online order** for **purchasing a product**

(b) an **online** system for obtaining **status** information related to an **online order** for **purchasing a product**.

USE - Used for inquiring and tracking **status** of an **online order** for a **product** in **electronic** commerce.

ADVANTAGE - The schema provides the **consumer** with real-time information prior to the placement of an order or purchase by the **consumer**, regarding the availability and **status** of the product. Locating and tagging an available product already in a product pipeline reduce the product **delivery time** to a **consumer**. The schema also allows the **consumer** to locate and tag the desired product.

DESCRIPTION OF DRAWING(S) - The drawing shows a block diagram of the web-based custom vehicle ordering and tracking system.

Web server (605)

Configuration engine (606)

Database (608)

Inventory **process** (610)

Inventory data importer (614)

pp; 61 DwgNo 7A/37

Title Terms: COMMUNICATE; CONSUME; **STATUS**; REQUEST; MESSAGE; SOURCE;

IDENTIFY; IDENTIFY; SET; REQUEST; ORIGIN; CONSUME; **STATUS** ; REPLY;
MESSAGE; ORDER; **STATUS** ; INFORMATION
Derwent Class: P85; T01
International Patent Class (Main): **G06F-017/60**
File Segment: EPI; EngPI

26/5/24 (Item 3 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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015647592 **Image available**
WPI Acc No: 2003-709775/200367
XRPX Acc No: N03-567363

Internet -based goods delivery system relates new purchase order
identifier to delivery slot of original purchase order identifier, for
validating original and updated orders corresponding to same buyer

Patent Assignee: SMITH T J (SMIT-I)
Inventor: SMITH T J
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20030135428	A1	20030717	US 200242912	A	20020111	200367 B

Priority Applications (No Type Date): US 200242912 A 20020111

Patent Details:
Patent No Kind Lan Pg Main IPC Filing Notes
US 20030135428 A1 10 G06F-017/60

Abstract (Basic): US 20030135428 A1

NOVELTY - The original purchase order identifier and new purchase
order identifier are input through a **web** page. The original and
updated **order information** associated with respective original and
new **purchase order** identifier, are retrieved. The new purchase
order identifier is related to a delivery slot **assigned** to original
purchase order identifier for validating original and updated orders
corresponding to same **buyer** .

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the
following:

(1) goods delivery management system; and
(2) computer readable medium storing program code for managing
delivery of goods.

USE - For managing delivery of goods from supplier to **buyer** ,
through **Internet** .

ADVANTAGE - **Improves** the delivery system, as the **order**
information is updated by relating original and new **order**
information , even when the original **delivery date** is lost.

DESCRIPTION OF DRAWING(S) - The figure shows a block diagram of the
goods delivery system.

supplier (152)

buyer (156)

store (158)

pp; 10 DwgNo 1/4

Title Terms: BASED; GOODS; DELIVER; SYSTEM; RELATED; NEW; PURCHASE; ORDER;
IDENTIFY; DELIVER; SLOT; ORIGINAL; PURCHASE; ORDER; IDENTIFY; VALID;
ORIGINAL; UPDATE; ORDER; CORRESPOND; BUY

Derwent Class: T01
International Patent Class (Main): **G06F-017/60**
File Segment: EPI

26/5/25 (Item 4 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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015529907 **Image available**

WPI Acc No: 2003-592057/200356

XRPX Acc No: N03-471490

Delivery data simulation and production scheduling system performs delivery date simulation based on production planning information based on which reply stating delivery date is sent to operating terminal

Patent Assignee: NEC CORP (NIDE)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2003203106	A	20030718	JP 2002223	A	20020107	200356 B

Priority Applications (No Type Date): JP 2002223 A 20020107

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2003203106	A	13	G06F-017/60	

JP 2003203106 A 13 G06F-017/60

Abstract (Basic): JP 2003203106 A

NOVELTY - A production **scheduling** unit (11) performs production **scheduling** and the databases (14,13) store production planning relevant information and standard product stock **information**, respectively. When an **order** is recorded from a terminal (30), a **delivery date** simulation is performed based on the production planning relevant information and a reply stating the **delivery - date** is sent to the terminal (30).

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

- (1) production- **scheduling** method;
- (2) **delivery date** simulation method;
- (3) production planning program; and
- (4) **delivery date** simulation program.

USE - **Delivery date** simulation and production planning system for products.

ADVANTAGE - Enables to always refer the newest production in a **delivery date** simulation. The **scheduling** unit **schedules** products production **automatically** according to **order** from priority customers .

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of **delivery date** simulation and production planning system. (Drawing includes non-English language text).

production **scheduling** unit (11)
delivery date simulation unit (12)
databases (13,14)
operating terminal (30)
pp; 13 DwgNo 1/8

Title Terms: DELIVER; DATA; SIMULATE; PRODUCE; **SCHEDULE** ; SYSTEM;

PERFORMANCE; DELIVER; DATE; SIMULATE; BASED; PRODUCE; PLAN; INFORMATION;

BASED; REPLY; STATE; DELIVER; DATE; SEND; OPERATE; TERMINAL

Derwent Class: T01; T06

International Patent Class (Main): **G06F-017/60**

International Patent Class (Additional): G05B-019/418; G06F-019/00

File Segment: EPI

26/5/26 (Item 5 from file: 350)
DIALOG(R) File 350:Derwent WPIX
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015430667 **Image available**
WPI Acc No: 2003-492809/200346
XRPX Acc No: N03-391499

Computerized goods order information management and communication
method involves performing corrective action to selected personnel,
when lack of order progress is determined

Patent Assignee: BROWN O F (BROW-I); HOWARD T W (HOWA-I); SHEA B (SHEA-I);
STITT J L (STIT-I)

Inventor: BROWN O F; HOWARD T W; SHEA B; STITT J L

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20030074270	A1	20030417	US 2001981413	A	20011016	200346 B

Priority Applications (No Type Date): US 2001981413 A 20011016

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 20030074270	A1		8 G06F-017/60	

Abstract (Basic): US 20030074270 A1

NOVELTY - **Order data** including an identifier associating a
respective **order** to a respective **customer** and a requested **delivery**
date , is stored in a database (106). **Data** indicating **order**
progress relative to the requested **delivery date** , is processed
according to a prestored rule base (110) for performing **corrective**
action to selected personnel (104) when lack of order **progress** is
determined.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for
lcomputerized goods **order information** management and communication
system.

USE - For managing and communicating **information** regarding **order**
of goods, in business applications.

ADVANTAGE - Accurately manages and communicates **information**
regarding **order** of **consumer** goods, in a cost-effective manner.

DESCRIPTION OF DRAWING(S) - The figure shows the goods information
management and communication system.

personnel (104)
database (106)
rule base (110)
pp; 8 DwgNo 1/7

Title Terms: COMPUTER; GOODS; ORDER; INFORMATION; MANAGEMENT; COMMUNICATE;
METHOD; PERFORMANCE; **CORRECT** ; **ACTION** ; SELECT; PERSONNEL; LACK; ORDER;
PROGRESS ; DETERMINE

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

26/5/27 (Item 6 from file: 350)
DIALOG(R) File 350:Derwent WPIX
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015411012 **Image available**
WPI Acc No: 2003-473152/200345
XRPX Acc No: N03-376325

Delivery date notification method for electronic commerce

application, involves notifying date of payment for predetermined product, to customer before order for product is placed

Patent Assignee: NITTO SEIKO KK (NITT-N)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2003030489	A	20030131	JP 2001214334	A	20010713	200345 B

Priority Applications (No Type Date): JP 2001214334 A 20010713

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2003030489	A		5 G06F-017/60	

Abstract (Basic): JP 2003030489 A

NOVELTY - The product specific information on a predetermined product, transmitted from an information management system (11) is received by a server (3). The date of payment for the product, is designated by the server based on the received information. The payment date is then **notified** to the **customer** at the information management system, before ordering the product.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

- (1) product purchase order determination method; and
- (2) order receiving management system.

USE - For marketing goods in electronic commerce application.

ADVANTAGE - Since the exact date of the payment is **notified** to the **customer** before the order for the product is carried out, concrete business dealing between the **customer** and the manufacturer is enabled. The productivity of the component is **improved**.

DESCRIPTION OF DRAWING(S) - The figure shows an explanatory diagram of the **delivery date notification** system. (Drawing includes non-English language text).

server (3)
information management system (11)
pp; 5 DwgNo 1/2

Title Terms: DELIVER; DATE; **NOTIFICATION**; METHOD; ELECTRONIC; APPLY;
NOTIFICATION; DATE; PAY; PREDETERMINED; PRODUCT; **CUSTOMER**; ORDER;
PRODUCT; PLACE

Derwent Class: T01; T05

International Patent Class (Main): **G06F-017/60**

File Segment: EPI

26/5/28 (Item 7 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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015402484 **Image available**

WPI Acc No: 2003-464624/200344

Method and system for pre-delivery of cooperative purchase

Patent Assignee: SK CORP (SKSK-N)

Inventor: HAN J M; OH I T

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
KR 2003017665	A	20030304	KR 200150289	A	20010821	200344 B

Priority Applications (No Type Date): KR 200150289 A 20010821

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
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KR 2003017665 A

1 G06F-017/60

Abstract (Basic): KR 2003017665 A

NOVELTY - A method and a system for the pre-delivery of cooperative purchase are provided to keep a discount merit of the cooperative purchase, and to minimize a **delivery time** by pre-paying and **delivering** an article on an order of the sliding style cooperative purchase and **automatically processing** a difference of a price after the cooperative purchase is ended and a price is **changed**.

DETAILED DESCRIPTION - The system comprises a **client** (10) connecting to the **Internet** (20) through a **client** program and a shopping mall system(30) providing articles and services to the **clients** (10) on the **online**. The shopping mall system(30) comprises a shopping mall management server(31) totally managing a pre-delivery and payment cooperative purchase shopping mall service, a CGI(Computer Graphic Interface) shopping mall(32) for providing the shopping mall service, a member information database(33) storing the personal information of a member registering to a shopping mall site, a shopping mall contents database(34) storing diverse shopping mall contents and items, a purchase particular database(35) storing the use and **purchase** particulars of a **user**, and a payment **information** database(36).

pp; 1 DwgNo 1/10

Title Terms: METHOD; SYSTEM; PRE; DELIVER; COOPERATE; PURCHASE

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

26/5/29 (Item 8 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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015325628 **Image available**

WPI Acc No: 2003-386563/200337

XRPX Acc No: N03-308979

Information processing method for online marketing of e.g. motor vehicle, involves transmitting purchase assistance information to customer terminal, for clarifying relationship between purchase order stage and delivery date

Patent Assignee: MAZDA KK (MAZD)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2003108835	A	20030411	JP 2001303312	A	20010928	200337 B

Priority Applications (No Type Date): JP 2001303312 A 20010928

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2003108835	A	37	G06F-017/60	

JP 2003108835 A 37 G06F-017/60

Abstract (Basic): JP 2003108835 A

NOVELTY - The purchase assistance information for marketing/handling the target object, is transmitted to a **customer terminal** (2) through **Internet** (3), and the relationship between the purchase order **stage** and the **delivery date** is clarified accordingly.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

- (1) information **processor** ;
- (2) information **processing** program; and

(3) recorded medium storing information **processing** program.
USE - For marketing electric products, industrial products and motor vehicles through Internet.

ADVANTAGE - Provides useful information for **purchasing products** through **Internet**.

DESCRIPTION OF DRAWING(S) - The figure shows the structure of the purchase order system. (Drawing includes non-English language text).

customer terminal (2)

Internet (3)

pp; 37 DwgNo 1/33

Title Terms: INFORMATION; **PROCESS** ; METHOD; MARKET; MOTOR; VEHICLE;
TRANSMIT; PURCHASE; ASSIST; INFORMATION; **CUSTOMER** ; TERMINAL; CLARIFY;
RELATED; PURCHASE; ORDER; **STAGE** ; DELIVER; DATE

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

File Segment: EPI

26/5/30 (Item 9 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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015281147 **Image available**

WPI Acc No: 2003-342078/200332

XRPX Acc No: N03-273685

Information apparatus setup method e.g. for personal computer, involves transmitting data and setup from user 's current information apparatus to new information apparatus.

Patent Assignee: HITACHI LTD (HITA)

Inventor: HIROSHIGE Y; MIYAUCHI M; SAKAUE M

Number of Countries: 002 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20030041133	A1	20030227	US 2001974097	A	20011009	200332 B
JP 2003044560	A	20030214	JP 2001226985	A	20010727	200332

-Priority Applications (No Type Date): JP 2001226985 A 20010727

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
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US 20030041133	A1		35 G06F-015/173	
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JP 2003044560	A		23 G06F-017/60	
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Abstract (Basic): US 20030041133 A1

NOVELTY - An **order** for a new **information** apparatus and a request for transfer service of setups and data, are received from an **user 's** current information apparatus. The setups and data are stored in an administrative **information** apparatus. The **ordered** new **information** apparatus is provided to the **user** after transmitting the setups and **data** to the **ordered** new **information** apparatus through local area **network**.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for the following:

(1) information apparatus manufacturing method; and

(2) supporting method for transfer of setups of information apparatus.

USE - For transferring data stored in current information apparatus such as personal computer, to a newly **purchased information** apparatus.

ADVANTAGE - Provides efficient data transfer and enhanced physical distribution efficiency. Possible for the **user** to use new information

apparatus immediately upon **delivery** , without taking **time** to transfer the setups and data. Also, **improves** the convenience and efficiency of the equipment recycling as well as packaging recycling.

DESCRIPTION OF DRAWING(S) - The figure shows a **process** flow between an **user** and a manufacturer.

pp; 35 DwgNo 3/21

Title Terms: INFORMATION; APPARATUS; METHOD; **PERSON** ; COMPUTER; TRANSMIT; DATA; **USER** ; CURRENT; INFORMATION; APPARATUS; NEW; INFORMATION; APPARATUS

Derwent Class: T01; T05

International Patent Class (Main): G06F-015/173; **G06F-017/60**

International Patent Class (Additional): G06F-009/445; G06F-015/00; G06F-015/177

File Segment: EPI

26/5/31 (Item 10 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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015264219 **Image available**

WPI Acc No: 2003-325148/200331

XRPX Acc No: N03-260350

Goods order **receiving system** for goods manufacturing and selling company, issues formal estimate and order receiving document from company to customer user via computer network

Patent Assignee: TOKIN CORP (TOHM)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2003099650	A	20030404	JP 2001294371	A	20010926	200331 B

Priority Applications (No Type Date): JP 2001294371 A 20010926

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
JP 2003099650	A		6	G06F-017/60	

Abstract (Basic): JP 2003099650 A

NOVELTY - A company **informs** a **customer** about the **delivery date** and standard price of ordered goods based on data from a database. The **customer** performs a formal purchase order. The company issues a formal estimate and an order receiving document to the **customer** via a computer network.

USE - For goods manufacturing and selling company.

ADVANTAGE - Ensures efficient order receiving operation and goods delivery operation.

DESCRIPTION OF DRAWING(S) - The figure shows the flow diagram of the operation of goods order receiving system. (Drawing includes non-English language text).

pp; 6 DwgNo 1/4

Title Terms: GOODS; ORDER; RECEIVE; SYSTEM; GOODS; MANUFACTURE; SELL; COMPANY; ISSUE; FORMALDEHYDE; ESTIMATE; ORDER; RECEIVE; DOCUMENT; COMPANY ; **CUSTOMER** ; **USER** ; COMPUTER; NETWORK

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

International Patent Class (Additional): G06F-013/00

File Segment: EPI

26/5/32 (Item 11 from file: 350)

DIALOG(R)File 350:Derwent WPIX
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015250861 **Image available**
WPI Acc No: 2003-311787/200330
XRPX Acc No: N03-248241

Time -limited product discount information deliver method in Internet auction market, involves transmitting message to verify discount for product, when time-limit for discount has not elapsed

Patent Assignee: WEIRICH J P (WEIR-I)

Inventor: WEIRICH J P

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20020198774	A1	20021226	US 2001892055	A	20010626	200330 B

Priority Applications (No Type Date): US 2001892055 A 20010626

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20020198774	A1		24	G06F-017/60	

Abstract (Basic): US 20020198774 A1

NOVELTY - A special time-limited discount listing information for products offered for sale is displayed using a cell phone in communication with a computer. The approval for product discount is transmitted during the sales transaction **process** . A message is transmitted to verify the discount, when time-limit for the discount has not elapsed. The time and discount information of sales transaction are recorded.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for the following:

- (1) **time** -limited product discount information **deliver** system;
- (2) bid **processing** method; and
- (3) bid **processing** system.

USE - For **delivering time** -limited discount information for **products** offered for **sale** in **Internet** auction market.

ADVANTAGE - The truckers and **consumers** can benefit from lower prices resulting from access to instantaneous just-in-time price discount service programs using their cell phones or other wireless communication devices.

DESCRIPTION OF DRAWING(S) - The figure shows the flowchart explaining operation of highest bid auction.

pp; 24 DwgNo 2/17

Title Terms: TIME; LIMIT; PRODUCT; DISCOUNT; INFORMATION; DELIVER; METHOD; AUCTION; MARKET; TRANSMIT; MESSAGE; VERIFICATION; DISCOUNT; PRODUCT; TIME ; LIMIT; DISCOUNT; ELAPSED

Derwent Class: T01; W02

International Patent Class (Main): G06F-017/60

File Segment: EPI

26/5/33 (Item 12 from file: 350)

DIALOG(R)File 350:Derwent WPIX
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015195611 **Image available**
WPI Acc No: 2003-256147/200325
XRPX Acc No: N03-203292

Goods/service delivery method involves receiving data including credit and debit card numbers, authorization number, electronic signature,

purchaser ID, etc., from purchaser at time of delivery of goods /service

Patent Assignee: CUCINOTTA R P (CUCI-I); MASKATIYA K (MASK-I)

Inventor: CUCINOTTA R P; MASKATIYA K

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20030018565	A1	20030123	US 2001910462	A	20010720	200325 B

Priority Applications (No Type Date): US 2001910462 A 20010720

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 20030018565	A1	5	G06F-017/60	

Abstract (Basic): US 20030018565 A1

NOVELTY - The data including credit and debit card numbers, information on magnetic strip of cards, check, electronic signature, **purchaser ID**, purchase order, gift certificate, reference, tracking and authorization numbers, etc., received from **purchaser (10)** at **time of delivery of goods/service to purchaser**, is provided to **financial processor (13)**. The payment for goods/service, is received from the **financial processor**.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is included for goods/service delivering system.

USE - For delivering goods/service through Internet, for telephone lines, cellular network, radio, satellite, etc.

ADVANTAGE - By receiving the predetermined data from **purchaser** while delivering the goods or service, the financial transaction is accurately performed within short period and the goods/service is provided to appropriate **purchaser**.

DESCRIPTION OF DRAWING(S) - The figure shows the flow diagram explaining the goods/service delivery method.

purchaser (10)

financial processor (13)

pp; 5 DwgNo 1/1

Title Terms: GOODS; SERVICE; DELIVER; METHOD; RECEIVE; DATA; CREDIT; DEBIT;

CARD; NUMBER; AUTHORISE; NUMBER; ELECTRONIC; SIGNATURE; PURCHASE; ID;

PURCHASE; TIME; DELIVER; GOODS; SERVICE

Derwent Class: T01; W01; W02

International Patent Class (Main): G06F-017/60

File Segment: EPI

26/5/34 (Item 13 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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015195599 **Image available**

WPI Acc No: 2003-256135/200325

XRPX Acc No: N03-203280

Product selling **system using network e.g. Internet**, sends **advertisement through network to customers who accept change in conditions, when product supply situation meets predetermined condition**

Patent Assignee: HITACHI LTD (HITA); CHIBA K (CHIB-I); KAN M (KANM-I);

SAKATSUME M (SAKA-I); TSUKISHIMA T (TSUK-I)

Inventor: CHIBA K; KAN M; SAKATSUME M; TSUKISHIMA T

Number of Countries: 002 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20030018528	A1	20030123	US 2002160087	A	20020604	200325 B

JP 2002358443 A 20021213 JP 2001167605 A 20010604 200325

Priority Applications (No Type Date): JP 2001167605 A 20010604

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

US 20030018528 A1 16 G06F-017/60

JP 2002358443 A 12 G06F-017/60

Abstract (Basic): US 20030018528 A1

NOVELTY - A system has memory for storing the **information** on **order** -accepted products. A controller decides on the target **customers** to whom a **change** in order acceptance condition is to be presented, based on the stored **information** on **order** accepted products, when products supply situation meets a predetermined condition. Advertisements are sent through the **network** to **customers** who accept the **change** in conditions.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is included for product selling method.

USE - For **online** **selling** of **products** to **customers** through **network** such as **Internet** . Also used with e-commerce applications.

ADVANTAGE - Provides a system where balances maintain between number of production per order and number of supplied products within certain **delivery date** . Enables the **customer** to select the ordering conditions in a real-time manner not only before ordering but also after ordering.

DESCRIPTION OF DRAWING(S) - The figure shows the **processing** flowchart for a discount sale when **customer** accepts postponement of **delivery date** .

pp; 16 DwgNo 1/9

Title Terms: PRODUCT; SELL; SYSTEM; **NETWORK** ; SEND; ADVERTISE; THROUGH;
NETWORK ; **CUSTOMER** ; ACCEPT; **CHANGE** ; CONDITION; PRODUCT; SUPPLY;
SITUATE; PREDETERMINED; CONDITION

Derwent Class: T01; T05

International Patent Class (Main): G06F-017/60

File Segment: EPI

26/5/35 (Item 14 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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015191257 **Image available**

WPI Acc No: 2003-251791/200325

XRFX Acc No: N03-199904

Online goods order receiving system e.g. for book, displays
calculated time taken to deliver goods to customer

Patent Assignee: LINKAGE KK (LINK-N)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2003030550	A	20030131	JP 2001212580	A	20010712	200325 B

Priority Applications (No Type Date): JP 2001212580 A 20010712

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

JP 2003030550 A 13 G06F-017/60

Abstract (Basic): JP 2003030550 A

NOVELTY - A display unit displays calculated **time** taken to **deliver** goods to **customer** .

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for

receiving program.

USE - For receiving order of goods e.g. electric appliance, book, foodstuff, drinks and other daily necessities, etc., through internet and using mobile telephone, personal computer, etc.

ADVANTAGE - **Delivery time** is **changed** according to situation, by adding the goods set-up time.

DESCRIPTION OF DRAWING(S) - The figure shows the flowchart explaining the goods order reception **process** . (Drawing includes non-English language text).

pp; 13 DwgNo 1/10

Title Terms: GOODS; ORDER; RECEIVE; SYSTEM; BOOK; DISPLAY; CALCULATE; TIME; DELIVER; GOODS; **CUSTOMER**

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

File Segment: EPI

26/5/36 (Item 15 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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015187144 ****Image available****

WPI Acc No: 2003-247677/200324

XRPX Acc No: N03-196885

Order assembly production system e.g. for personal computer using

Internet , generates model number based on frame of product , essential unit, option unit and accessory service selected on order entry screen

Patent Assignee: TOSHIBA KK (TOKE)

Inventor: KUNIEDA Y; SEIMIYA H; TANAKA T

Number of Countries: 003 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20030004595	A1	20030102	US 2002186623	A	20020702	200324 B
JP 2003015722	A	20030117	JP 2001201113	A	20010702	200324
CN 1395184	A	20030205	CN 2002140260	A	20020702	200334

Priority Applications (No Type Date): JP 2001201113 A 20010702

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20030004595	A1		13	G06F-019/00	
JP 2003015722	A		9	G05B-019/418	
CN 1395184	A			G06F-015/00	

Abstract (Basic): US 20030004595 A1

NOVELTY - An order entry screen is displayed to enable **customer** to select frame of product to be manufactured, essential unit such as memory, hard/optical disk drive, option unit (116) such as mouse, add-on-memory, interface card, and accessory service (118) such as recall service, assembly packaging. Based on items selected on the screen, model number (102) of product is generated after determining **correctness** of combination of selected items.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is included for order assembly production method.

USE - For **order** assembly production of **product** such as personal computer and other **electronic** device, using **Internet** .

ADVANTAGE - The time required for preparation before manufacture is reduced and the **delivery time** can be answered to the **customer** . The sales **person** or the **customer** doesn't need to grasp the model numbers of custom models, as the manufacturing parts test is automatically formed and model number of **customer** -made model is

automatically generated.

DESCRIPTION OF DRAWING(S) - The figure shows an explanatory view of manufacturing model number generation in order assembly production system.

model number (102)
option unit (116)
accessory service (118)
pp; 13 DwgNo 1/6

Title Terms: ORDER; ASSEMBLE; PRODUCE; SYSTEM; **PERSON** ; COMPUTER; GENERATE
; MODEL; NUMBER; BASED; FRAME; PRODUCT; ESSENTIAL; UNIT; OPTION; UNIT;
ACCESSORY; SERVICE; SELECT; ORDER; ENTER; SCREEN

Derwent Class: T01; T05

International Patent Class (Main): G05B-019/418; G06F-015/00; G06F-019/00

International Patent Class (Additional): B23P-021/00; B65G-061/00;

G06F-017/50; **G06F-017/60**

File Segment: EPI

26/5/37 (Item 16 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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015176171 **Image available**

WPI Acc No: 2003-236701/200323

**Method for automatically determining acceptance of production order at
production field by using bop**

Patent Assignee: JEON T J (JEON-I); KIM H S (KIMH-I)

Inventor: JEON T J; KIM H S

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
KR 2002085907	A	20021118	KR 200125389	A	20010510	200323 B

Priority Applications (No Type Date): KR 200125389 A 20010510

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
KR 2002085907	A		1	G06F-017/60	

Abstract (Basic): KR 2002085907 A

NOVELTY - An **automatic** production order acceptance determining method is provided to **automatically** determine an acceptance of a new production order and to offer a definite **delivery date** to an **order** requester by extracting load **data** in each production **process** via a BOP(Bill Of **Process**).

DETAILED DESCRIPTION - The method comprises **steps** of receiving a new production order from a **customer** , granting an order number to the production **order** , generating a BOP list including **data** on parts for producing a product by using a BOM(Bill Of Material), a unit amount, **process** data and manufacturing time data for a part, generating **progress** check data for collecting **process** load data by considering both the normal load and the emergent load based on the BOP list, determining an acceptance of a new production order by checking an available capacity of each **process** according to a **change** of an existing load amount, and calculating a production cost including an additional cost, making a contract with the **customer** and confirming the new production order.

pp; 1 DwgNo 1/10

Title Terms: METHOD; **AUTOMATIC** ; DETERMINE; ACCEPT; PRODUCE; ORDER;
PRODUCE; FIELD; BOP

Derwent Class: T01

International Patent Class (Main): G06F-017/60
File Segment: EPI

26/5/38 (Item 17 from file: 350)

DIALOG(R)File 350:Derwent WPIX
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015131620 **Image available**

WPI Acc No: 2003-192144/200319

XRPX Acc No: N03-152451

Goods information delivery for online shopping, involves notifying user about delivery time of goods by referring tracking table based on user 's goods purchasing log and present position of user

Patent Assignee: SANYO ELECTRIC CO LTD (SAOL)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2003006512	A	20030110	JP 2001186693	A	20010620	200319 B

Priority Applications (No Type Date): JP 2001186693 A 20010620

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2003006512	A	6	G06F-017/60	

Abstract (Basic): JP 2003006512 A

NOVELTY - The user 's goods purchasing log and present position of the user are acquired by a log acquisition unit (24) and location acquisition unit (22), respectively. The user is notified about the delivery time of goods by referring a tracking table (32) based on the acquired information.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is included for information delivery apparatus.

USE - For delivering goods information for online shopping.

ADVANTAGE - Goods information is delivered to a user after effective narrowing down goods delivery time .

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of the goods information delivery apparatus. (Drawing includes non-English language text).

Location acquisition unit (22)

Log acquisition unit (24)

Tracking table (32)

pp; 6 DwgNo 2/5

Title Terms: GOODS; INFORMATION; DELIVER; SHOPPING; NOTIFICATION ; USER ; DELIVER; TIME; GOODS; REFER; TRACK; TABLE; BASED; USER ; GOODS; PURCHASE ; LOG; PRESENT; POSITION; USER

Derwent Class: T01

International Patent Class (Main): G06F-017/60

International Patent Class (Additional): G06F-013/00; G06F-017/30; G06F-019/00

File Segment: EPI

26/5/39 (Item 18 from file: 350)

DIALOG(R)File 350:Derwent WPIX
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015112233 **Image available**

WPI Acc No: 2003-172752/200317

System and method for managing construction information using

construction integration db, recording medium having program source
thereof

Patent Assignee: DDRSOFT CO LTD (DDRS-N)

Inventor: JUN J G; KOO B H; LEE G Y; MIN B U; SONG G J

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
KR 2002075109	A	20021004	KR 200115314	A	20010323	200317 B

Priority Applications (No Type Date): KR 200115314 A 20010323

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
KR 2002075109	A		1 G06F-017/60	

Abstract (Basic): KR 2002075109 A

NOVELTY - A system and method for managing construction information are provided to extract drawing numerical value from a two-dimensional or three-dimensional construction drawing file manufactured using a CAD program by a **user**, create construction related information, an equipment, an electricity field using the extracted drawing numerical value, and support various kinds of services according to construction **processes**.

DETAILED DESCRIPTION - A construction drawing managing module(310) extracts drawing numerical value from a two-dimensional or three-dimensional construction drawing file manufactured using a CAD program by a **user**, creates object discrimination information using the extracted drawing numerical value, and stores/manages the created object discrimination information in a construction integration DB(350). An integration **processing** module(320) searches materials according to each constitution element from material information of a material information DB(357) using the extracted drawing numerical value, and calculates costs according to a **progress processing stages** using a material selected by the **user**. A **progress** managing module(330) applies materials searched through the drawing numerical value to a corresponding construction drawing file, performs a simulation according to **progresses** and/or portions, creates a **progress** result through the simulated result, and constructs a **progress** information DB(356) using the created **progress** information. A material supply and demand module(340) creates a **purchase** requesting document using the material **information** and **progress** information stored in the construction integration DB(350), a name and an amount of a material to be used in a corresponding **progress** and an appointed **date** of material **delivery**, and **notifies** the created purchase requesting document through a communication **network**.

pp; 1 DwgNo 1/10

Title Terms: SYSTEM; METHOD; MANAGE; CONSTRUCTION; INFORMATION;
CONSTRUCTION; INTEGRATE; DECIBEL; RECORD; MEDIUM; PROGRAM; SOURCE

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

26/5/40 (Item 19 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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015110951 **Image available**

WPI Acc No: 2003-171470/200317

XRPX Acc No: N03-135684

Online shopping support server used in departmental store, calculates

processing time based on received goods, customer, desired delivery time from customer and raw material, processing information stored in memory

Patent Assignee: FUJITSU LTD (FUIT)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2003016162	A	20030117	JP 2001201294	A	20010702	200317 B

Priority Applications (No Type Date): JP 2001201294 A 20010702

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2003016162	A		9 G06F-017/60	

Abstract (Basic): JP 2003016162 A

NOVELTY - A receiver (11) receives the **customer** information, goods information such as food stuff and desired **delivery time** from a **customer** terminal (2), using which an extraction unit (13) extracts necessary raw material information related to the foodstuff and corresponding **process** information from a memory (12). An instruction unit (14) calculates the raw material **processing** time and transmits the raw material information to the **customer** terminal.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for the following:

- (1) on-line shopping support method;
- (2) on-line shopping support program.

USE - For use in departmental store, supermarket, speciality store for receiving **goods order** for e.g. foodstuff, food material, components, etc., through **internet**.

ADVANTAGE - By placing the order for foodstuffs along with desired **delivery** through network, the burden **time** of shopping and cooking on **customer** is reduced, the negligence of the **customer** is avoided and the degree of freedom of choice of a **customer**'s menu increases, the details of the raw material used in the preparation of the dish is provided to the **customer**, thus promotes **customer** service and attracts the **customer**. The **customer** need not preserve the raw materials for future use, thus spoiling of the raw material is prevented.

DESCRIPTION OF DRAWING(S) - The figure shows the on-line shopping system assembly. (Drawing includes non-English language text).

customer terminal (2)
receiver (11)
memory (12)
extraction unit (13)
instruction unit (14)
pp; 9 DwgNo 1/9

Title Terms: SHOPPING; SUPPORT; SERVE; DEPARTMENT; STORAGE; CALCULATE;
PROCESS ; TIME; BASED; RECEIVE; GOODS; **CUSTOMER** ; DELIVER; TIME;
CUSTOMER ; RAW; MATERIAL; **PROCESS** ; INFORMATION; STORAGE; MEMORY

Derwent Class: T01

International Patent Class (Main): G06F-017/60

International Patent Class (Additional): G06F-017/30

File Segment: EPI

26/5/41 (Item 20 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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015040528 **Image available**

WPI Acc No: 2003-101044/200309

System for automating business between enterprises

Patent Assignee: YANG Y (YANG-I)

Inventor: YANG S M

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
KR 2002062604	A	20020726	KR 200232698	A	20020601	200309 B

Priority Applications (No Type Date): KR 200232698 A 20020601

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
KR 2002062604	A		1 G06F-017/60	

Abstract (Basic): KR 2002062604 A

NOVELTY - A system for automating the business between enterprises is provided to reduce the waste of human resources and the labor costs by **processing** all works of a company everywhere in real time through IMS(InterERP Management System), and to remove the inconvenience of works between a supplier and a **buyer** by sending/receiving all documents necessary to the business between enterprises through the IMS.

DETAILED DESCRIPTION - When the **buyer** (113) requests an estimate by accessing the IMS(111) of the supplier through the internet(110), the administrator(106) or office manager(107) of the supply sends an on-line estimate to the **buyer** after closely reviewing the request contents of the **buyer**. When the **buyer orders** a **product** after closely reviewing the **on - line** estimate, the supplier takes the order after closely reviewing an order sheet. Because the supplier or **buyer** can promptly check the **delivery date** through the IMS whenever and everywhere, the supplier prevents the delivery delay in advance by entering the **delivery date** through the IMS. Also, the **buyer** can read and **purchase** all **products** of the supplier through the IMS. When the **buyer orders** the **product**, the supplier can issue the business specifications and **on - line** tax bill while completely **processing** the order. Because both supplier and **buyer** are connected with a tax office through on-line, the supplier can **process** the complicated business works with the **buyer** promptly and easily.

pp; 1 DwgNo 1/10

Title Terms: SYSTEM; AUTOMATIC; BUSINESS

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

26/5/42 (Item 21 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014968474 **Image available**

WPI Acc No: 2003-028988/200302

XRPX Acc No: N03-022826

Online **order placement and reception process method for architectural material transaction, involves performing delivery management based on new estimated data stored as order placement data**

Patent Assignee: SUMIKEN SANGYO CO LTD (SUMI-N); JUKEN SANGYO KK (JUKE-N); SUMIKEN SANGYO KK (SUMI-N); KANBARA T (KANB-I); MUNEISHI T (MUNE-I);

NAKAMOTO Y (NAKA-I); TERAOKA T (TERA-I)

Inventor: KANBARA T; MUNEISHI T; NAKAMOTO Y; TERAOKA T

Number of Countries: 030 Number of Patents: 005

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20020128930	A1	20020912	US 200295261	A	20020311	200302 B
EP 1249780	A2	20021016	EP 20025471	A	20020309	200302
JP 2002269400	A	20020920	JP 200168441	A	20010312	200302
KR 2002072787	A	20020918	KR 200212833	A	20020311	200311
CN 1375793	A	20021023	CN 2002107000	A	20020311	200313

Priority Applications (No Type Date): JP 200168441 A 20010312

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20020128930	A1		21	G06F-017/60	
EP 1249780	A2	E		G06F-017/60	
Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT					
LI LT LU LV MC MK NL PT RO SE SI TR					
JP 2002269400	A		16	G06F-017/60	
KR 2002072787	A			G06F-017/60	
CN 1375793	A			G06F-017/60	

Abstract (Basic): US 20020128930 A1

NOVELTY - A new estimation data is created based on stored stocked-product data and estimation data of parties relating to relevant product distribution channel. The new data is transmitted to a host computer and stored in a database as an **order placement data**. The delivery management is performed based on the **order placement data**.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is included for **online** order placement and reception **processing** system.

USE - For **processing online** order placement and reception regarding transactions conducted between architectural material manufacturers and **customers**.

ADVANTAGE - Enables the **customer** to complete the estimation data through a simple operation of inputting necessary items in preset sequence and to place an **order** immediately. Enables **customers** to obtain accurate **information** and create estimation data quickly, since delivery data and estimated price are sent to **customers** ' terminal in real-time. **Improves** the efficiency and quality of service, since the **customer** is not needed to wait for a long **time** period before obtaining **delivery date** and estimated price.

DESCRIPTION OF DRAWING(S) - The figure shows a basic configuration of **online** order placement and reception **processing** system.
pp; 21 DwgNo 1/13

Title Terms: ORDER; PLACE; RECEPTION; **PROCESS** ; METHOD; ARCHITECTURE; MATERIAL; TRANSACTION; PERFORMANCE; DELIVER; MANAGEMENT; BASED; NEW; ESTIMATE; DATA; STORAGE; ORDER; PLACE; DATA

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

File Segment: EPI

26/5/43 (Item 22 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014934265 **Image available**

WPI Acc No: 2002-754974/200282

XRPX Acc No: N02-594788

Electronic **commercial system for petroleum** products , transmits list of transportation condition data to purchaser 's computer if specified

notifications **are recognized**
Patent Assignee: BP JAPAN KK (BRPE)
Number of Countries: 001 Number of Patents: 001
Patent Family:
Patent No Kind Date Applicat No Kind Date Week
JP 2002269390 A 20020920 JP 200167500 A 20010309 200282 B

Priority Applications (No Type Date): JP 200167500 A 20010309
Patent Details:
Patent No Kind Lan Pg Main IPC Filing Notes
JP 2002269390 A 12 G06F-017/60

Abstract (Basic): JP 2002269390 A
NOVELTY - A transmitting unit transmits list of selling issue data to purchasing candidate computer (20), based on input purchasing condition. If certain selling issue data is selected from the list of selling issue data, the corresponding list of transportation condition data specifying oil type, volume, **delivery** place, **date** is prepared using specified data and transmitted to computer, if **notification** is recognized.
USE - Electronic commercial system for petroleum product.
ADVANTAGE - Operation effectiveness is **improved** at reduced cost.
DESCRIPTION OF DRAWING(S) - The figure shows the conceptual diagram of electronic commercial system of petroleum product. (Drawing includes non-English language text).
Purchasing candidate computer (20)
pp; 12 DwgNo 2/8
Title Terms: ELECTRONIC; COMMERCIAL; SYSTEM; PETROL; PRODUCT; TRANSMIT; LIST; TRANSPORT; CONDITION; DATA; PURCHASE; COMPUTER; SPECIFIED; RECOGNISE
Derwent Class: T01
International Patent Class (Main): **G06F-017/60**
International Patent Class (Additional): G06F-017/30
File Segment: EPI

26/5/44 (Item 23 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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014900407 **Image available**
WPI Acc No: 2002-721113/200278
Method and device for purchasing product by sharing expense on internet
Patent Assignee: MOON S U (MOON-I)
Inventor: MOON S U
Number of Countries: 001 Number of Patents: 001
Patent Family:
Patent No Kind Date Applicat No Kind Date Week
KR 2002042025 A 20020605 KR 200071713 A 20001129 200278 B
Priority Applications (No Type Date): KR 200071713 A 20001129
Patent Details:
Patent No Kind Lan Pg Main IPC Filing Notes
KR 2002042025 A 1 G06F-017/60

Abstract (Basic): KR 2002042025 A
NOVELTY - A method and a device for **purchasing a product** by sharing an expense on the **Internet** are provided to make each sharer **purchase a good product** at a proper price by selecting the **product**

after registering to a homepage as a sharer.

DETAILED DESCRIPTION - The method comprises the **steps** of noticing the sharer invitation including the reason and content of the invitation and the invitation period to the **buyers** buying the product through sharing(110), registering the **buyers** as the sharer(120), receiving a product order from the sharer by providing a product list to the sharer(130), receiving the information of a receiver, a **delivery date** and a **delivery** method from the sharer(140), and receiving the payment method of the shared product price from the sharer(150).

pp; 1 DwgNo 1/10

Title Terms: METHOD; DEVICE; PURCHASE; PRODUCT; SHARE; EXPENSE

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

26/5/45 (Item 24 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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014898385 **Image available**

WPI Acc No: 2002-719091/200278

XRPX Acc No: N02-567782

Cooked goods order delivery system for shops, has host computer that automatically delivers order for cooked items to another shop, when cooking and delivering of cooked items are not possible at order received shop

Patent Assignee: RICOH KK (RICO)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2002304454	A	20021018	JP 2001108977	A	20010406	200278 B

Priority Applications (No Type Date): JP 2001108977 A 20010406

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
JP 2002304454	A		6	G06F-017/60	

Abstract (Basic): JP 2002304454 A

NOVELTY - A host computer delivers an order for cooked goods from a **customer** terminal to a terminal computer of a shop. When cooking and delivering of cooked **items** are not possible at the **order** received shop based on the **goods** **ordered** by the **customer** terminal, the host computer **automatically** delivers the order to another shop.

USE - For delivery of order of cooked items from **customer** to shops.

ADVANTAGE - Since the order is **automatically** delivered to another shop, the **order** waiting **time** is reduced, thereby **delivery** for cooked **goods** is performed efficiently.

DESCRIPTION OF DRAWING(S) - The figure shows the flowchart explaining the delivery **process** of cooked goods. (Drawing includes non-English language text).

pp; 6 DwgNo 3/6

Title Terms: COOK; GOODS; ORDER; DELIVER; SYSTEM; SHOP; HOST; COMPUTER; AUTOMATIC; DELIVER; ORDER; COOK; ITEM; SHOP; COOK; DELIVER; COOK; ITEM; POSSIBILITY; ORDER; RECEIVE; SHOP

Derwent Class: T01; T05

International Patent Class (Main): G06F-017/60

File Segment: EPI

26/5/46 (Item 25 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014857763 **Image available**

WPI Acc No: 2002-678469/200273

XRPX Acc No: N02-536497

Online order processing method for shopping, involves acquiring standard delivery date of goods from database of inventory control system and notifying to customer terminal, in response to purchase order received from customer

Patent Assignee: OMRON KK (OMRO)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2002245309	A	20020830	JP 200141912	A	20010219	200273 B

Priority Applications (No Type Date): JP 200141912 A 20010219

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2002245309	A	16	G06F-017/60	

Abstract (Basic): JP 2002245309 A

NOVELTY - A server acquires the information about the delivery date of goods from database of the inventory control system, when order is received from the customer terminal through a network . The inventory control system access the stock database and transmits information about the delivery date to the server that notifies the delivery date to the customer terminal, based on the received delivery date from the inventory control system.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for the following:

- (1) Order receiving system;
- (2) Server; and
- (3) Internet shopping system.

USE - For shopping of goods through internet.

ADVANTAGE - The service is provided for 24 hours.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of the order processing system. (Drawing includes non-English language text).

pp; 16 DwgNo 1/17

Title Terms: ORDER; **PROCESS** ; METHOD; SHOPPING; ACQUIRE; STANDARD; DELIVER ; DATE; GOODS; DATABASE; INVENTORY; CONTROL; SYSTEM; NOTIFICATION ; **CUSTOMER** ; TERMINAL; RESPOND; PURCHASE; ORDER; RECEIVE; **CUSTOMER**

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

26/5/47 (Item 26 from file: 350)

DIALOG(R)File 350:Derwent WPIX

(c) 2004 Thomson Derwent. All rts. reserv.

014837264 **Image available**

WPI Acc No: 2002-657970/200270

XRPX Acc No: N02-520154

Computer-based method for scheduling a delivery and providing delivery status notification , uses an automatic electronic delivery order

system

Patent Assignee: CUSHING J (CUSH-I); SCHWANK M A (SCHW-I); SILVER E (SILV-I); EMODAL.COM (EMOD-N)

Inventor: CUSHING J; SCHWANK M A; SILVER E

Number of Countries: 100 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200273345	A2	20020919	WO 2002US6889	A	20020308	200270 B
US 20020143670	A1	20021003	US 2001273973	A	20010308	200272
			US 200292439	A	20020308	

Priority Applications (No Type Date): US 2001273973 P 20010308; US 200292439 A 20020308

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
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WO 200273345	A2	E	51	G06F-000/00	
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Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO RU SD SE SG SI SK SL TJ TM TN TR TT TZ UA UG UZ VN YU ZA ZM ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZM ZW

US 20020143670	A1			G06F-017/60	Provisional application US 2001273973
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Abstract (Basic): WO 200273345 A2

NOVELTY - Customs broker signs onto the **electronic** delivery order system (eDO) and provides relevant cargo **information** including cargo and delivery **order information**. The eDO **automatically** transmits delivery **information** regarding the cargo to the trucking company/rail line, seaport/airport, cargo carrier, shipper and consignee, all without the customs broker's involvement after initial data entry and at predetermined timings.

DETAILED DESCRIPTION - INDEPENDENT CLAIMs are also included for the following:

(a) A delivery **schedule** and **notification** system; (Computer executable **process steps** stored on a computer readable medium, said computer executable **process steps** for **scheduling** a delivery and for providing delivery **status notification** .

USE - For use in **Web** -based or integrated **electronic** delivery-**scheduling** and **notification** systems.

ADVANTAGE - By **automating** requests for **pickup** with **time** limit acceptance of the trucking company and providing **electronic notification** to all concerned parties the **electronic** delivery order system provides a more efficient system for delivery **scheduling** and **notification** . Since access can be provided by verification of **authorized users** , a more secure system for transmitting cargo related information is provided.

DESCRIPTION OF DRAWING(S) - The figure is a block diagram showing an **automated** delivery **scheduling** and **notification** system.

pp; 51 DwgNo 2/23

Title Terms: COMPUTER; BASED; METHOD; **SCHEDULE** ; DELIVER; DELIVER; **STATUS** ; **NOTIFICATION** ; **AUTOMATIC** ; **ELECTRONIC** ; DELIVER; ORDER; SYSTEM

Derwent Class: T01

International Patent Class (Main): G06F-000/00; **G06F-017/60**

File Segment: EPI

26/5/48 (Item 27 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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014819479 **Image available**

WPI Acc No: 2002-640185/200269

XRPX Acc No: N02-506089

Electronic commerce system answers about delivery date of goods to customer terminal, when ordered goods are not able to be supplied within required delivery data

Patent Assignee: TOSHIBA KK (TOKE)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2002230360	A	20020816	JP 200123366	A	20010131	200269 B

Priority Applications (No Type Date): JP 200123366 A 20010131

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2002230360	A	9	G06F-017/60	

Abstract (Basic): JP 2002230360 A

NOVELTY - A server (2) and customer terminal (1) are connected through network (7). A CPU (3) in the server, provides answers about the delivery data of the goods to the customer terminal, when the ordered goods are not able to be delivered within the required delivery data.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is included for the recorded medium storing the goods delivery management program.

USE - Electronic commerce system.

ADVANTAGE - Improves the customer service reporting the delivery date of goods, so that user proposes alternative goods when the goods required by customer are not available.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of the electronic commerce system. (Drawing includes non-English language text).

Customer terminal (1)

Server (2)

CPU (3)

Network (7)

pp; 9 DwgNo 1/4

Title Terms: ELECTRONIC; SYSTEM; ANSWER; DELIVER; DATE; GOODS; CUSTOMER ; TERMINAL; ORDER; GOODS; ABLE; SUPPLY; REQUIRE; DELIVER; DATA

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

26/5/49 (Item 28 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014806787 **Image available**

WPI Acc No: 2002-627493/200267

XRAM Acc No: C04-012761

XRPX Acc No: N04-028681

Accepting order of manufacturing DNA chips with provision of production plans, experiment protocols, delivery data and charges to clients through screen display to plan work schedules

Patent Assignee: HITACHI LTD (HITA)

Inventor: TAKEGAWA Y

Number of Countries: 015 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200261646	A1	20020808	WO 2001JP683	A	20010131	200267 B
CN 1404592	A	20030319	CN 2001801040	A	20010131	200344
			WO 2001JP683	A	20010131	

Priority Applications (No Type Date): WO 2001JP683 A 20010131

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 200261646	A1	J	46	G06F-017/60	
				Designated States (National):	CN JP KR US
				Designated States (Regional):	AT BE CH DE DK FI FR GB IT NL SE
CN 1404592	A			G06F-017/60	

Abstract (Basic): WO 200261646 A1

NOVELTY - Accepting (M1) order of manufacturing a DNA chip comprising fixed nucleic acid probes containing specific base sequences on various regions of the substrate surface separately, in which information on types and set numbers of the DNA chip is provided through a communication **network**, and acceptance is based on the sent details, is new.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for:

(1) (M1) in which production plans, experiment protocols, delivery data and charges are quickly provided with details on production **schedules** and delivery dates drawn, especially conditions including temperature and control methods, probe data file, inventory information file, and available for **clients electronically** so that once the deoxyribonucleic acid (DNA) chips are on request, the orderers can prepare their experiment **schedules** accordingly; and

(2) a system (I) for accepting order of manufacturing a DNA, that links with the DNA chip manufacturer, manufacturing management system, inventory management system and **clients**, comprising a device for receiving and sending all or a part of the request and invoice details **electronically**, with means to register the order, specific instruction and supplied details, checking inventory, making production plan, reporting experiment protocol and **delivery date**, and calculating charges, in which temperature control with respect to melting temperature (Tm) values of the nucleic acid probes, mapping of the probes, data files and other information on the probes can be supplied from the attached memory media to optimize experiment protocol by basing on details available and determining **delivery date** efficiently.

USE - (M1) and (I) are useful in **customer** services and helping orderers to draw out financial and experimental details as well as their work **schedule** when requesting a DNA chip.

ADVANTAGE - With (M1), a production plan can be effectively made and a fee calculated quickly once it receives the content of a DNA chip order from a **client**, during which optimum experiment protocol, including mapping of positions of nucleic acid probes, can be created by basing on the supplied **information** and **order** acceptance **information** from the **client** for visual display.

DESCRIPTION OF DRAWING(S) - Full diagram of a system for accepting DNA Chip order. (Drawing includes non-English language text).

pp; 46 DwgNo 1/36

Title Terms: ACCEPT; ORDER; MANUFACTURE; DNA; CHIP; PROVISION; PRODUCE; PLAN; EXPERIMENT; DELIVER; DATA; CHARGE; **CLIENT**; THROUGH; SCREEN; DISPLAY; PLAN; WORK; **SCHEDULE**

Derwent Class: B04; D16; S03; T01

International Patent Class (Main): **G06F-017/60**

International Patent Class (Additional): G01N-033/53

File Segment: CPI; EPI

26/5/50 (Item 29 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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014806365 **Image available**

WPI Acc No: 2002-627071/200267

XRPX Acc No: N02-495978

Information processing method for issue of print order , involves forming screen information based on shop information obtained in response to input usage conditions for promoting shop selection and output of print order

Patent Assignee: CANON KK (CANO); HITAKA Y (HITA-I)

Inventor: HITAKA Y

Number of Countries: 002 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20020095352	A1	20020718	US 200245158	A	20020115	200267 B
JP 2002215721	A	20020802	JP 20017677	A	20010116	200267

Priority Applications (No Type Date): JP 20017677 A 20010116

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20020095352	A1		32	G06F-017/60	
JP 2002215721	A		23	G06F-017/60	

Abstract (Basic): US 20020095352 A1

NOVELTY - Shop information is obtained from a center server (120) based on the usage conditions input to the center server through **internet** . Screen information is formed based on the shop information for promoting shop selection and output of print order. Print order including the designation of selected shop is transmitted to the center server through **internet** .

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for the following:

- (1) Memory medium storing print control program;
- (2) Print control program; and
- (3) Information **processing** apparatus.

USE - **Information processing** method for issue of print order from **information processing** apparatus to print management apparatus.

ADVANTAGE - Realizes high usage efficiency by downloading adapted shop information based on usage conditions, input by the **user** , prevents the erroneous selection of the unprintable shop and enables **user** to select the **correct** print ordering destination. **Improves** memory usage efficiency by eliminating the need for managing unnecessary shop information, reduces load at the shop side, saves delivery **change** by collectively performing the **delivery processes** and reduces communication **time** and cost by eliminating the need for downloading the shop information of all shops.

DESCRIPTION OF DRAWING(S) - The figure shows the constructional diagram of the print service.

Center server (120)

pp; 32 DwgNo 1/17

Title Terms: INFORMATION; **PROCESS** ; METHOD; ISSUE; PRINT; ORDER; FORMING; SCREEN; INFORMATION; BASED; SHOP; INFORMATION; OBTAIN; RESPOND; INPUT; CONDITION; PROMOTE; SHOP; SELECT; OUTPUT; PRINT; ORDER

Derwent Class: T01; T04

International Patent Class (Main): G06F-017/60

International Patent Class (Additional): G06F-003/12
File Segment: EPI

26/5/51 (Item 30 from file: 350)
DIALOG(R) File 350:Derwent WPIX
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014793033 **Image available**
WPI Acc No: 2002-613739/200266
XRPX Acc No: N02-486255

Information for acquisition and goods purchase method for enterprise,
involves selecting information to be provided to user based on stored
individual information, preference information, log information and
life schedule information

Patent Assignee: NIPPON DENKI IDO TSUSHIN KK (NIDE)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2002216035	A	20020802	JP 20019405	A	20010117	200266 B

Priority Applications (No Type Date): JP 20019405 A 20010117

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
JP 2002216035	A		16	G06F-017/60	

Abstract (Basic): JP 2002216035 A

NOVELTY - The registration of a **user** (10) accessing a **network** (40) is verified. The information about the seller's site is selected and transmitted to **user** based on the stored **user** 's **individual** information, preference information, log information and life **schedule** information stored in a database (52), according to a request from the **user** .

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for the following:

(1) **Information** acquisition and goods **purchase** system; and

(2) **Information** acquisition and goods **purchase** program.

USE - For enterprise.

ADVANTAGE - Enables a **user** to acquire data easily and efficiently as the information provided by the service provider is selected with respect to the data about a **user** requiring information. Simplifies payment process by making payments to several firms collectively from a financial institution. Avoids delivery of goods during the absence of a **buyer** by estimating **delivery date** . Reduces cost, **time** and effort of **delivery** by collecting and delivering the several goods purchased by a **user** at a single instant.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of information acquisition system. (Drawing includes non-English language text).

User (10)

Network (40)

Database (52)

pp; 16 DwgNo 1/10

Title Terms: INFORMATION; ACQUIRE; GOODS; PURCHASE; METHOD; SELECT;
INFORMATION; **USER** ; BASED; STORAGE; **INDIVIDUAL** ; INFORMATION; PREFER;
INFORMATION; LOG; INFORMATION; LIFE; **SCHEDULE** ; INFORMATION

Derwent Class: T01

International Patent Class (Main): G06F-017/60

International Patent Class (Additional): G06F-017/30

File Segment: EPI

26/5/52 (Item 31 from file: 350)

DIALOG(R)File 350:Derwent WPIX
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014757830 **Image available**

WPI Acc No: 2002-578534/200262

XRPX Acc No: N02-458977

Goods delivery time notifying method through telephone, involves computing total number of products for which order is received, based on which prescribed message is transmitted, when delivery time is not determined

Patent Assignee: SHINETSU CHEM IND CO LTD (SHIE)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2002123709	A	20020426	JP 2000317305	A	20001018	200262 B

Priority Applications (No Type Date): JP 2000317305 A 20001018

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
JP 2002123709	A		7	G06F-017/60	

Abstract (Basic): JP 2002123709 A

NOVELTY - An **order** for specified **product** , is received from an **orderer** through **internet** . Total number of **products** for which **order** is received, is computed to determine the **delivery time** . A prescribed message is automatically transmitted to the orderer, when the **delivery time** is not determined.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is included for good **delivery time notifying** system.

USE - For **notifying goods delivery time** through facsimile, telephone.

ADVANTAGE - **Improves** the **customer** 's satisfaction in an easier and efficient manner.

DESCRIPTION OF DRAWING(S) - The figure shows the flow chart of goods **delivery time notifying** method. (Drawing includes non-English language text).

pp; 7 DwgNo 1/2

Title Terms: GOODS; DELIVER; TIME; **NOTIFICATION** ; METHOD; THROUGH; TELEPHONE; COMPUTATION; TOTAL; NUMBER; PRODUCT; ORDER; RECEIVE; BASED; PRESCRIBED; MESSAGE; TRANSMIT; DELIVER; TIME; DETERMINE

Derwent Class: Q35; T01

International Patent Class (Main): **G06F-017/60**

International Patent Class (Additional): B65G-001/137

File Segment: EPI; EngPI

26/5/53 (Item 32 from file: 350)

DIALOG(R)File 350:Derwent WPIX
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014734436 **Image available**

WPI Acc No: 2002-555140/200259

Method for ordering and delivering goods using internet

Patent Assignee: LG ELECTRONICS INC (GLDS)

Inventor: KIM G T; KIM P H

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No Kind Date Applicat No Kind Date Week
KR 2002014083 A 20020225 KR 200047170 A 20000816 200259 B

Priority Applications (No Type Date): KR 200047170 A 20000816

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes
KR 2002014083 A 1 G06F-017/60

Abstract (Basic): KR 2002014083 A

NOVELTY - A method for **ordering** and delivering **goods** using the **Internet** is provided to easily determine whether the **goods** are **ordered** and reduce a **delivery** possibility **time** of the **goods** by providing a **delivery** possibility **time** of the goods to a **purchaser**

DETAILED DESCRIPTION - A plurality of providers provide a **delivery** possibility **time** of goods provided to **purchasers** and goods information to a server(S300). A database to information provided by the providers and an order intention determination preference value is constructed(S302). The **purchaser** connects to the server and inputs personal information(S304). The **purchaser** retrieves information to desired goods(S306). Items and providers in which the order intention determination preference value is more than a certain value are primarily recommended and displayed to be provided to the **purchaser** (S308). A **delivery** possibility **time**, information, and an order intention determination preference value of the goods retrieved by the **purchaser** are displayed(S310). The **purchaser** selects specific goods of a specific provider through displayed information and orders the selected goods(S312). Information such as order acceptance confirmation, order contents, and **progress** degree of the delivery of the goods ordered by the **purchaser** is provided to the **purchaser** (S314).

pp; 1 DwgNo 1/10

Title Terms: METHOD; ORDER; DELIVER; GOODS

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

26/5/54 (Item 33 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014713836 **Image available**

WPI Acc No: 2002-534540/200257

System for reserving or selling daily essential goods

Patent Assignee: KMALL (KMAL-N)

Inventor: JUNG M S

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No Kind Date Applicat No Kind Date Week
KR 2002011040 A 20020207 KR 200044424 A 20000731 200257 B

Priority Applications (No Type Date): KR 200044424 A 20000731

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes
KR 2002011040 A 1 G06F-017/60

Abstract (Basic): KR 2002011040 A

NOVELTY - A daily essential goods reserving and selling system is provided to enable a **user** to **order** data on necessary daily

essential **goods** to a server via a fax, a phone or the **internet** , and to enable a seller to deliver the **ordered goods** at designated places on designated days.

DETAILED DESCRIPTION - The system comprises **steps** of storing personal data of a **consumer** , ordered item data, amount, and a **delivery** period or **date** (201), generating a packaged item list by analyzing the stored data and sending the item list for the **consumer** to confirm or modify(202), outputting the item list by the **consumer** , requesting storage data at a warehouse or requesting a delivery order to a manufacturer(203, 204), transmitting the item list to a logistics system(205), delivering the essential goods to the **consumer** at the designated time and enabling the **consumer** to make a payment(206), storing the payment data and the delivery result at a database(207), and updating statistics on the sale and the stock(208).

pp; 1 DwgNo 1/10

Title Terms: SYSTEM; RESERVE; SELL; DAILY; ESSENTIAL; GOODS

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

File Segment: EPI

26/5/55 (Item 34 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014665876 **Image available**

WPI Acc No: 2002-486580/200252

XRPX Acc No: N02-384860

Goods order reception device for on - line shopping, determines and notifies time for goods delivery based on approximate purchase price of goods shown in goods list

Patent Assignee: MITSUBISHI ELECTRIC CORP (MITQ)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2002157459	A	20020531	JP 2000350081	A	20001116	200252 B

Priority Applications (No Type Date): JP 2000350081 A 20001116

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2002157459	A		5 G06F-017/60	

Abstract (Basic): JP 2002157459 A

NOVELTY - A receiver (22) receives the approximate purchase price of goods **notified** in a goods list along with standard price. A determination unit (23) determines and **notifies** the **time** for goods **delivery** based on the approximate purchase price.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is included for goods order reception method.

USE - For on-line shopping.

ADVANTAGE - As the goods **delivery time** is calculated from approximate purchase price of goods, **delivery time** is shortened if the **user** raises the approximate purchase price.

DESCRIPTION OF DRAWING(S) - The figure shows a block diagram of goods order system. (Drawing includes non-English language text).

Receiver (22)

Determination unit (23)

pp; 5 DwgNo 1/3

Title Terms: GOODS; ORDER; RECEPTION; DEVICE; LINE; SHOPPING; DETERMINE;

NOTIFICATION ; TIME; GOODS; DELIVER; BASED; APPROXIMATE; PURCHASE; PRICE;

GOODS; GOODS; LIST
Derwent Class: T01
International Patent Class (Main): G06F-017/60
File Segment: EPI

26/5/56 (Item 35 from file: 350)

DIALOG(R)File 350:Derwent WPIX
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014655515 **Image available**
WPI Acc No: 2002-476219/200251
XRPX Acc No: N02-376023

Printer computes delivery time of printed matter of received order based on capacity of untreated number of received orders and specifies computed delivery time to ordered person

Patent Assignee: RISO CHEM IND CO LTD (RISK)
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2002140572	A	20020517	JP 2000333825	A	20001031	200251 B

Priority Applications (No Type Date): JP 2000333825 A 20001031

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2002140572	A	12	G06F-017/60	

Abstract (Basic): JP 2002140572 A

NOVELTY - The printing device receives the printing order designated with printing data and printing number of sheet through Internet . The printing device computes the delivery time of a printed matter of order, based on the capacity of untreated number of received orders. Then, a notification unit notifies the computed delivery time to the ordered person .

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for the following:

- (1) Printing method; and
- (2) Computer readable recorded medium storing program for printing received order.

USE - Printer for printing orders received through Internet .

ADVANTAGE - Enhances printing process to be finished within specified time and thereby delivery of goods is performed at scheduled date.

DESCRIPTION OF DRAWING(S) - The figure shows the structure of printing server. (Drawing includes non-English language text).

pp; 12 DwgNo 2/6

Title Terms: PRINT; COMPUTATION; DELIVER; TIME; PRINT; MATTER; RECEIVE; ORDER; BASED; CAPACITY; UNTREATED; NUMBER; RECEIVE; ORDER; SPECIFIED; COMPUTATION; DELIVER; TIME; ORDER; PERSON

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

26/5/57 (Item 36 from file: 350)

DIALOG(R)File 350:Derwent WPIX
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014625341 **Image available**
WPI Acc No: 2002-446045/200248

XRPX Acc No: N02-351432

Online **production control system of air conditioner, shares data about product purchased by customer , between customer and product manufacturer**

Patent Assignee: MITSUBISHI DENKI KK (MITQ); MITSUBISHI ELECTRIC CORP (MITQ)

Inventor: HASHIMOTO Y; KURACHI M; SHIBA M; TOYODA A; AKINORI T; MASAMITSU S ; MITSUNORI K; YOKO H; SHIIBA M

Number of Countries: 032 Number of Patents: 008

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
EP 1197891	A1	20020417	EP 2001108156	A	20010330	200248 B
AU 200131352	A	20011213	AU 200131352	A	20010328	200248
CN 1334540	A	20020206	CN 2001123279	A	20010331	200248
JP 2001350512	A	20011221	JP 2000173630	A	20000609	200248
KR 2001110986	A	20011215	KR 200113541	A	20010316	200248
US 20020013719	A1	20020131	US 2001820646	A	20010330	200248
TW 502188	A	20020911	TW 2001106582	A	20010321	200336
US 6629008	B2	20030930	US 2001820646	A	20010330	200367

Priority Applications (No Type Date): JP 2000173630 A 20000609

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
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EP 1197891	A1	E	24	G06F-017/60	
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Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT
LI LT LU LV MC MK NL PT RO SE SI TR

AU 200131352	A			G06F-017/00
CN 1334540	A			G06F-017/60
JP 2001350512	A	15		G05B-019/418
KR 2001110986	A			G06F-019/00
US 20020013719	A1			G06F-017/60
TW 502188	A			G06F-017/60
US 6629008	B2			G06F-019/00

Abstract (Basic): EP 1197891 A1

NOVELTY - An order acceptance management device determines a customized product, based on customized specification and **delivery time** input by a **customer** through a screen. A menu-driven production controller provides directions on material procurement, inventory management and manufacturing line control, based on the customized specification. The data about the product ordered by a **customer** , are shared between the **customer** and manufacturer of the product.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is included for method of producing an air conditioner.

USE - In manufacturing air conditioner for **product** development, acceptance of an **order** , materials arrangement and assembly operation through **Internet** .

ADVANTAGE - By sharing necessary information among **customer** , product manufacturer, the efficiency of the system is improved . Prevents the stock of products from increasing or lacking when actual sales results are against demand forecast for speculative production. Avoids failure to accept an order because of unmet **delivery time** . Meets the **delivery time** requested by a **customer** without stock of finished products, by producing products with the specifications required by the **client** .

DESCRIPTION OF DRAWING(S) - The figure shows a schematic view of the screen for input of information on an order.

pp; 24 DwgNo 4/9

Title Terms: PRODUCE; CONTROL; SYSTEM; AIR; CONDITION; SHARE; DATA; PRODUCT ; PURCHASE; **CUSTOMER** ; **CUSTOMER** ; PRODUCT; MANUFACTURE

Derwent Class: T01
International Patent Class (Main): G05B-019/418; G06F-017/00; **G06F-017/60**
; G06F-019/00
International Patent Class (Additional): G05B-019/409
File Segment: EPI

26/5/58 (Item 37 from file: 350)

DIALOG(R) File 350:Derwent WPIX
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014594366 **Image available**
WPI Acc No: 2002-415070/200244
XRPX Acc No: N02-326466

Selling price determination method for on - line shopping, involves calculating final selling price of ordered goods based on standard selling price of goods , delivery date and total order quantity

Patent Assignee: NEC CORP (NIDE)

Inventor: TAKAHASHI N

Number of Countries: 002 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20020049645	A1	20020425	US 2001977387	A	20011016	200244 B
JP 2002133193	A	20020510	JP 2000320673	A	20001020	200246

Priority Applications (No Type Date): JP 2000320673 A 20001020

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
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US 20020049645	A1		25	G06F-017/60	
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JP 2002133193	A		16	G06F-017/60	
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Abstract (Basic): US 20020049645 A1

NOVELTY - A product identifier specifying the ordered goods, order quantity and goods **delivery date** is transmitted to a center from a **buyer** . The final goods selling price is calculated from product identifier and the standard price of goods, and the price information is transmitted to a product supplier.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for the following:

(1) Computer readable recorded medium storing selling price determining program; and

(2) Selling price determining system.

USE - For determining **selling price of goods** e.g. food, industrial **products** , industrial components **ordered** through **Internet** .

ADVANTAGE - There is no risk of loss for **purchaser** and supplier if the estimation goes wrong. Enables the **purchaser** to select **delivery date** with lower price.

DESCRIPTION OF DRAWING(S) - The figure shows a flowchart explaining the selling price determination **process** .

pp; 25 DwgNo 5/12

Title Terms: SELL; PRICE; DETERMINE; METHOD; LINE; SHOPPING; CALCULATE;
FINAL; SELL; PRICE; ORDER; GOODS; BASED; STANDARD; SELL; PRICE; GOODS;
DELIVER; DATE; TOTAL; ORDER; QUANTITY

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

File Segment: EPI

26/5/59 (Item 38 from file: 350)

DIALOG(R)File 350:Derwent WPIX
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014550437 **Image available**
WPI Acc No: 2002-371140/200240
XRPX Acc No: N02-289997

Product/service trading method for shopping mall, involves maintaining server system to store inventory of products/services offered by supplier and data related to customer

Patent Assignee: SU X (SUXX-I)

Inventor: SU X

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20020026380	A1	20020228	US 2000225150	P	20000814	200240 B
			US 2001927661	A	20010810	

Priority Applications (No Type Date): US 2000225150 P 20000814; US
2001927661 A 20010810

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20020026380	A1		27	G06F-017/60	Provisional application US 2000225150

Abstract (Basic): US 20020026380 A1

NOVELTY - Inventory and **customer** management systems (75,80) in electronic commerce server system (35) respectively store data on inventory of products/services offered by supplier and data on information related to **customer**. A **customer** communicates with the server system using a personal computer to place an order for products/services offered by the supplier.

USE - For providing integrated electronic commerce and physical commerce to **shoppers** in shopping mall, retail sales store, restaurant, bank, movie theater, coin laundry, copy center, public library, light manufacturing facility, local government office, community agency, data **processing** office and real-estate agency.

ADVANTAGE - Facilitates electronic commerce and **computerized** system in shopping facilities for a **customer** to efficiently **purchase products** or receive services among several stores or service units. Enables a **shopper** to obtain sufficient product/service information of shopping facility in fast, real-time manner without visiting the suppliers. Enables a **customer** to store and **pick - up** at a later **time** the purchased items from storage units of the shopping center.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of shopping center.

Electronic commerce server system (35)

Inventory and **customer** management systems (75,80)

pp; 27 DwgNo 1/14

Title Terms: PRODUCT; SERVICE; TRADE; METHOD; SHOPPING; MALL; MAINTAIN;
SERVE; SYSTEM; STORAGE; INVENTORY; PRODUCT; SERVICE; OFFER; SUPPLY; DATA;
RELATED; **CUSTOMER**

Derwent Class: T01; T05

International Patent Class (Main): G06F-017/60

File Segment: EPI

26/5/60 (Item 39 from file: 350)

DIALOG(R)File 350:Derwent WPIX
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014537321 **Image available**

WPI Acc No: 2002-358024/200239

Electronic commerce method for rapidly providing inexpensive goods and services

Patent Assignee: KIM B H (KIMB-I)

Inventor: KIM B H

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
KR 2001086634	A	20010915	KR 20007936	A	20000218	200239 B

Priority Applications (No Type Date): KR 20007936 A 20000218

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
KR 2001086634	A	1	G06F-017/60	

Abstract (Basic): KR 2001086634 A

NOVELTY - An electronic commerce method for rapidly providing inexpensive goods and services is provided to increase a utility satisfaction index for purchasing desire by supplying desired goods at the lowest price in a most rapid time and to offer an opportunity to select a safe price settlement.

DETAILED DESCRIPTION - If a **purchaser** accesses a **web** browser(101), a blank to input desired **goods** or service name and the lists of **goods** and services are displayed through the **web** browser. If the **purchaser** decides and inputs a desired **goods** or service name(103), the screen of the **web** browser is **changed** into the screen of a **purchaser** information input column. If the **purchaser** inputs his personal information(102), the inputted data are transmitted to a server system. The server system searches for affiliated stores, member enterprises and branch offices supplying the selected goods or service in the order of the lowest price and the nearest location(104,105). Then the server system combines reasonable prices and reasonable delivery terms(106). If the **purchasers** select one of the combined lists of reasonable prices and reasonable delivery terms(107), a screen to select a price payment type is displayed. If the **purchaser** selects a desired payment type(108), the server system offers an order sheet to an affiliated store, member enterprise and branch office in accord with the **purchaser** 's conditions(109). Then the server system provides a bill, a **delivery date** and a **deliverer** 's information to the **purchaser** (110).

pp; 1 DwgNo 1/10

Title Terms: ELECTRONIC; METHOD; RAPID; INEXPENSIVE; GOODS; SERVICE

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

26/5/61 (Item 40 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014523815 **Image available**

WPI Acc No: 2002-344518/200238

XRPX Acc No: N02-271137

Information processor in network system, outputs information relating to purchase goods on printing paper for user , based on time at which goods information request is provided

Patent Assignee: CANON KK (CANO)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2002007820	A	20020111	JP 2000183395	A	20000619	200238 B

Priority Applications (No Type Date): JP 2000183395 A 20000619

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2002007820	A		9 G06F-017/60	

Abstract (Basic): JP 2002007820 A

NOVELTY - An output unit (102) output information relating to purchase goods such as name of goods, purchase price, **delivery time**, method of pay, on printing paper for **user**, based on the time at which goods information request is provided by the **user**.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for the following:

- (a) Network system;
- (b) Electronic-commerce method; and
- (c) Storage medium storing information **processor** operating program.

USE - Information **processor** such as personal computer in network system (claimed) for performing electronic-commercial transactions.

ADVANTAGE - The **processor** allows the **user** to confirm and preserve the purchase goods information.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of the electronic-commerce system. (Drawing includes non-English language text).

Output unit (102)

pp; 9 DwgNo 1/6

Title Terms: INFORMATION; **PROCESSOR**; NETWORK; SYSTEM; OUTPUT; INFORMATION; RELATED; PURCHASE; GOODS; PRINT; PAPER; **USER**; BASED; TIME; GOODS; INFORMATION; REQUEST

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

File Segment: EPI

26/5/62 (Item 41 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014508124 **Image available**

WPI Acc No: 2002-328827/200236

XRPX Acc No: N02-258075

Mobile real-time data processing system for on - line payment of purchased products , has portable transaction terminal that generates a printed delivery receipt and sends delivery confirmation to server

Patent Assignee: GLOBAL ON LINE CORP (GLOB-N); NEW GLOBAL ON LINE CORP (NEWG-N)

Inventor: WU Y; WU E

Number of Countries: 002 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20020026413	A1	20020228	US 2001767661	A	20010122	200236 B
TW 484080	A	20020421	TW 2000117809	A	20000831	200314

Priority Applications (No Type Date): TW 2000117809 A 20000831

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 20020026413	A1		8 G06F-017/60	
TW 484080	A		G06F-017/60	

Abstract (Basic): US 20020026413 A1

NOVELTY - A portable transaction terminal (3) inputs the identification data of money owned by the **customer**, to a payment control center (2) through a server (1). The terminal (3) generates a printed delivery receipt and sends delivery confirmation to the server through the communication link when the delivery of the product is completed and the center (2) has completed arrangements for product payment.

USE - For **on - line** payment of **purchased products**.

ADVANTAGE - Since electronic money identification data is read by the card reader of portable transaction terminal under the presence of **customer**, the need to provide stores with the identification data to avoid fraudulent use, is eliminated. Real- **time** product **delivery** is confirmed by wireless communication of portable transaction terminal with server.

DESCRIPTION OF DRAWING(S) - The figure shows the system block diagram of mobile real-time data **processing** system.

Server (1)

Payment control center (2)

Portable transaction terminal (3)

pp; 8 DwgNo 1/2

Title Terms: MOBILE; REAL; TIME; DATA; **PROCESS**; SYSTEM; LINE; PAY; PURCHASE; PRODUCT; PORTABLE; TRANSACTION; TERMINAL; GENERATE; PRINT; DELIVER; RECEIPT; SEND; DELIVER; CONFIRM; SERVE

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

File Segment: EPI

26/5/63 (Item 42 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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014504400 **Image available**

WPI Acc No: 2002-325103/200236

XRPX Acc No: N02-255409

Online goods selling method involves calculating goods selling price, based on customer 's purchase desired price, customer 's delivery desired time and delivery price priority condition, production condition

Patent Assignee: TOYOTA JIDOSHA KK (TOYT)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2002074105	A	20020315	JP 2000259693	A	20000829	200236 B

Priority Applications (No Type Date): JP 2000259693 A 20000829

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2002074105	A		6 G06F-017/60	

Abstract (Basic): JP 2002074105 A

NOVELTY - The goods selling price is set up for the goods, based on the **customer** 's purchase desire price, **customer** 's **delivery** desire time and **delivery** price priority condition, and depending on production condition of the goods.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for goods selling system.

USE - For online shopping.

ADVANTAGE - Most suitable goods price is set up, hence overall

goods distribution is **improved** by enabling the **customer** to purchase goods at affordable price.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of the goods selling system. (Drawing includes non-English language text).

pp; 6 DwgNo 1/3

Title Terms: GOODS; SELL; METHOD; CALCULATE; GOODS; SELL; PRICE; BASED;
CUSTOMER ; PURCHASE; PRICE; **CUSTOMER** ; DELIVER; TIME; DELIVER; PRICE;
PRIORITY; CONDITION; PRODUCE; CONDITION

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

File Segment: EPI

26/5/64 (Item 43 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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014492651 ****Image available****

WPI Acc No: 2002-313354/200235

XRPX Acc No: N02-245984

Internet -based goods selling system has delivery center that recognizes delivery from determination shopping tag that is produced based on formal order made by user

Patent Assignee: NEC CORP (NIDE)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2002092361	A	20020329	JP 2000284739	A	20000920	200235 B

Priority Applications (No Type Date): JP 2000284739 A 20000920

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
JP 2002092361	A		17	G06F-017/60	

Abstract (Basic): JP 2002092361 A

NOVELTY - A virtual shopping center (10) provides goods information based on which a **user** (30) places a reservation order. A determination shopping tag (DT) is produced based on a formal order made by the **user** at a desired **time**. A **delivery** center (40) recognizes delivery place from the DT and delivers the goods to the recognized delivery place based on directions provided by the shopping center.

USE - **Internet -based goods selling** system.

ADVANTAGE - Goods selling efficiency is **improved** and the load of a **consumer** is reduced.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of the goods selling system. (Drawing includes non-English language text).

Virtual shopping center (10)

User (30)

Delivery center (40)

pp; 17 DwgNo 1/11

Title Terms: BASED; GOODS; SELL; SYSTEM; DELIVER; RECOGNISE; DELIVER;
DETERMINE; SHOPPING; TAG; PRODUCE; BASED; FORMALDEHYDE; ORDER; MADE;
USER

Derwent Class: Q35; T01

International Patent Class (Main): **G06F-017/60**

International Patent Class (Additional): B65G-001/137

File Segment: EPI; EngPI

26/5/65 (Item 44 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014482623 **Image available**

WPI Acc No: 2002-303326/200234

XRPX Acc No: N02-237314

Online transaction intermediation method in transaction center,
involves receiving order for the desired product from customer and
providing information concerning the order to the retailer

Patent Assignee: FUJITSU LTD (FUJIT); KISHI H (KISH-I)

Inventor: KISHI H

Number of Countries: 003 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20020026371	A1	20020228	US 2001795321	A	20010301	200234 B
JP 2002063407	A	20020228	JP 2000253054	A	20000823	200234
GB 2366886	A	20020320	GB 20015396	A	20010305	200234

Priority Applications (No Type Date): JP 2000253054 A 20000823

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
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US 20020026371	A1		18	G06F-017/60	
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JP 2002063407	A		17	G06F-017/60	
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GB 2366886	A			G06F-017/60	
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Abstract (Basic): US 20020026371 A1

NOVELTY - The method involves receiving the information showing the product selected by a **customer** (10) to buy and providing a **delivery schedule** including the **delivery date** of the product. An **order** is received from the **customer** and **information** concerning the **order** is provided to a retailer (61).

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

(a) **Network** system;

(b) Transaction center

USE - For intermediating a transaction between a **customer** buying a product like book, publication, PC peripheral, cloth, food, gift, toy, real-estate, etc., and a retailer through a **network** like **Internet**, in transaction center (claimed).

ADVANTAGE - Enables the **consumer** to purchase the product from the most suitable retailer.

DESCRIPTION OF DRAWING(S) - The figure shows the **network** transaction system.

Customer (10)

Retailer (61)

pp; 18 DwgNo 1/8

Title Terms: TRANSACTION; METHOD; TRANSACTION; RECEIVE; ORDER; PRODUCT;
CUSTOMER ; INFORMATION; ORDER; RETAIL

Derwent Class: T01

International Patent Class (Main): G06F-017/60

International Patent Class (Additional): G06F-153-00

File Segment: EPI

26/5/66 (Item 45 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014459281 **Image available**

WPI Acc No: 2002-279984/200232

XRPX Acc No: N02-218640

Internet-based shipping method involves assigning temporary address code to user account, for directing packages

Patent Assignee: BORECKI D C (BORE-I); CHEVLIN R L (CHEV-I); VAN DER MEER P N R (VMEE-I)

Inventor: BORECKI D C; CHEVLIN R L; VAN DER MEER P N R

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20020023023	A1	20020221	US 2000221658	P	20000728	200232 B
			US 2001865253	A	20010525	
			US 2001916767	A	20010727	

Priority Applications (No Type Date): US 2000221658 P 20000728; US 2001865253 A 20010525; US 2001916767 A 20010727

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20020023023	A1		33	G06F-017/60	Provisional application US 2000221658 CIP of application US 2001865253

Abstract (Basic): US 20020023023 A1

NOVELTY - A shipping system web site is accessed and an account is activated by entering a valid member number, a **user** ID and a password. A **time** limit for package **delivery** is set, based on which the packages are directed using a temporary address code **assigned** to the account of the **user**.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

- (a) Internet-based shipping system;
- (b) Database;
- (c) Computer operating method;
- (d) Computer

USE - For **purchase** and shipping of **packages** using **Internet**.

ADVANTAGE - A secure and private shipping of packages is facilitated, as the **user** need not pass their confidential personal information through Internet.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of Internet-based shipping system.

pp; 33 DwgNo 1/18

Title Terms: BASED; SHIPPING; METHOD; **ASSIGN** ; TEMPORARY; ADDRESS; CODE; **USER** ; ACCOUNT; DIRECT; PACKAGE

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

File Segment: EPI

26/5/67 (Item 46 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014412892 **Image available**

WPI Acc No: 2002-233595/200229

XRPX Acc No: N02-179980

Electronic business talk system using internet , stores information regarding business talk processes being determined from displayed desired purchasing / selling conditional information

Patent Assignee: CYBERLINK KK (CYBE-N)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2002056300	A	20020220	JP 2000245039	A	20000811	200229 B

Priority Applications (No Type Date): JP 2000245039 A 20000811

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2002056300	A	11	G06F-017/60	

Abstract (Basic): JP 2002056300 A

NOVELTY - A display unit displays the desired **selling** conditional **information** input from the seller side terminal and the desired **purchasing** conditional **information** input from the **buyer** side terminal in both seller and **buyer** side terminals. A memory in the business service provider side stores information regarding the business talk **processes** being determined from the displayed information.

USE - **Electronic** business talk system using **internet** .

ADVANTAGE - The seller and **buyer** can communicate directly for negotiation of the price, **delivery time** , estimate order placement/acceptance **process** , thereby avoiding need for intermediate agent. All business talk log are recorded, thereby enabling any **person** to refer business talk easily. **Improves** commercial transaction efficiency by collectively displaying the inventory situations and by enabling exact group of business talk situations.

DESCRIPTION OF DRAWING(S) - The figure shows a flowchart illustrating the operations performed by the **electronic** business talk system. (Drawing includes non-English language text).

pp; 11 DwgNo 1/8

Title Terms: **ELECTRONIC** ; BUSINESS; TALK; SYSTEM; STORAGE; INFORMATION; BUSINESS; TALK; **PROCESS** ; DETERMINE; DISPLAY; PURCHASE; SELL; CONDITION; INFORMATION

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

File Segment: EPI

26/5/68 (Item 47 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014330919 **Image available**

WPI Acc No: 2002-151622/200220

XRPX Acc No: N02-115023

Goods **selling method for virtual shop on internet , involves delivering goods directly to consumer by seller, after receiving confirmation of payment for paying specific amount to agency**

Patent Assignee: SONURU KK (SONU-N)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2001325466	A	20011122	JP 2000144316	A	20000517	200220 B

Priority Applications (No Type Date): JP 2000144316 A 20000517

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2001325466	A	3	G06F-017/60	

Abstract (Basic): JP 2001325466 A

NOVELTY - A seller (1) **contacts** a **consumer** (3) through a seller's agency (2) which receives the credit card details of the **consumer**. The **consumer orders goods** at the virtual **internet** shop maintained by the seller. The goods are delivered directly to the **consumer**, after seller receives confirmation of payment and a specific amount is paid to the agency.

USE - For virtual shop on internet.

ADVANTAGE - As seller supplies the goods directly, **time** for **delivery** is shortened. Also, bankruptcy of the agency is eliminated.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of the goods selling system. (Drawing includes non-English language text).

Seller (1)

Seller's agency (2)

Consumer (3)

pp; 3 DwgNo 1/3

Title Terms: GOODS; SELL; METHOD; VIRTUAL; SHOP; DELIVER; GOODS; CONSUME;
AFTER; RECEIVE; CONFIRM; PAY; PAY; SPECIFIC; AMOUNT; AGENT

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

International Patent Class (Additional): G07F-017/40

File Segment: EPI

26/5/69 (Item 48 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014301601 ****Image available****

WPI Acc No: 2002-122305/200216

XRFX Acc No: N02-091726

Product management on a network for detecting and managing increased or decreased product volumes by storing order contracts and order execution states in a database

Patent Assignee: SAMSUNG CORP (SMSU)

Inventor: LEE U R; LEE W R; LEE U

Number of Countries: 094 Number of Patents: 004

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200198858	A2	20011227	WO 2001KR1075	A	20010622	200216 B
AU 200166384	A	20020102	AU 200166384	A	20010622	200230
KR 2002001036	A	20020109	KR 200034952	A	20000623	200245
KR 376246	B	20030315	KR 200034952	A	20000623	200352

Priority Applications (No Type Date): KR 200034952 A 20000623

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 200198858 A2 E 19 G06F-000/00

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA
CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP
KE KG KP KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO
RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR
IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW

AU 200166384 A G06F-000/00 Based on patent WO 200198858

KR 2002001036 A G06F-017/60

KR 376246 B G06F-017/60 Previous Publ. patent KR 2002001036

Abstract (Basic): WO 200198858 A2

NOVELTY - A **consumer** (100) orders a product on a management

system (200) and a provider (300) is **notified** . A delivery assessment measures the product volume and sends the results to the **consumer** . The **consumer** receives and measures the desired product and stores it in the management system and then carries out a comparison with stock history.

DETAILED DESCRIPTION - The **consumer** compares the product volume at **time of delivery** with the volume measured by the **consumer** , resettles according to the comparison difference, calculates the difference between the volume input by the measurer and measured by the **consumer** and calculates accurate product volume in stock.

AN INDEPENDENT CLAIM is included for a product management system.

USE - Managing products on a network.

ADVANTAGE - Detecting and managing increased or decreased product volumes.

DESCRIPTION OF DRAWING(S) - The drawing shows the system

Customer (100)

Management system (200)

Provider (300)

pp; 19 DwgNo 1/3

Title Terms: PRODUCT; MANAGEMENT; NETWORK; DETECT; MANAGE; INCREASE; DECREASE; PRODUCT; VOLUME; STORAGE; ORDER; CONTRACT; ORDER; EXECUTE; STATE; DATABASE

Derwent Class: T01; T05

International Patent Class (Main): G06F-000/00; **G06F-017/60**

File Segment: EPI

26/5/70 (Item 49 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014281599 **Image available**

WPI Acc No: 2002-102300/200214

XRPX Acc No: N02-076103

Good selling method in internet, involves determining delivery time for each user selected goods and presenting maximum delivery time as batch delivery time to user .

Patent Assignee: NEC CORP (NIDE)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2001344443	A	20011214	JP 2000166317	A	20000602	200214 B

Priority Applications (No Type Date): JP 2000166317 A 20000602

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

JP 2001344443 A 15 G06F-017/60

Abstract (Basic): JP 2001344443 A

NOVELTY - Goods information is presented to an **user** through a homepage established by a manufacturer. The **delivery time** for each goods selected by the **user** , is determined at the manufacturer terminal (12), and the maximum **delivery time** is presented to **user** as batch **delivery time** . The goods are **delivered** to **user** , when order is received from **user** .

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

- (a) Data **processing** method;
- (b) Manufacturer's terminal equipment;
- (c) Recorded medium storing goods selling program

USE - For **selling goods** through **internet** .
ADVANTAGE - By presenting the **delivery time** to **user** , the
user is confirmed with the **delivery time** of goods.
DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of
goods selling system. (Drawing includes non-English language text).
Manufacturer terminal (12)
pp; 15 DwgNo 1/9
Title Terms: SELL; METHOD; DETERMINE; DELIVER; TIME; **USER** ; SELECT; GOODS;
PRESENT; MAXIMUM; DELIVER; TIME; BATCH; DELIVER; TIME; **USER**
Derwent Class: T01
International Patent Class (Main): **G06F-017/60**
File Segment: EPI

26/5/71 (Item 50 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

014280173 **Image available**
WPI Acc No: 2002-100874/200214
XRPX Acc No: N02-074680

**Goods production management server for mass marketing store, prepares
webpage for accessing input data and notifies address of webpage in
information share server to user**

Patent Assignee: SHARP KK (SHAF)
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2001312536	A	20011109	JP 2000130405	A	20000428	200214 B

Priority Applications (No Type Date): JP 2000130405 A 20000428

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
JP 2001312536	A		40	G06F-017/60	

Abstract (Basic): JP 2001312536 A

NOVELTY - An **electronic data processing** (EDP) system (80)
receives **information** about **order of goods** production and object
flow from the computers (82,84,62,64,66) and intranet (52) connected to
internet (54). The EDP system prepares the **webpage** for accessing
data relevant to the input data in an information share server (58) and
notifies the address of the prepared **webpage** to **user** .

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the
following:

(a) Goods production management method;

(b) Recorded medium storing goods production management program

USE - E.g. personal computer for delivering goods to end **users**
such as mass marketing store, directly through object flow
manufacturers by using aircraft.

ADVANTAGE - The **user** , object flow manufacturers obtain useful
information such as **order** , production and object flow of goods in
real-time required for the production management. **Delivery time** of
products to the final **user** can be reduced reliably.

DESCRIPTION OF DRAWING(S) - The figure shows a general view of the
goods production control system. (Drawing includes non-English language
text).

Intranet (52)

Internet (54)

Information share server (58)

Computers (62,64,66,82,84)

Electronic data processing system (80)
 pp; 40 DwgNo 1/28
 Title Terms: GOODS; PRODUCE; MANAGEMENT; SERVE; MASS; MARKET; STORAGE;
 PREPARATION; ACCESS; INPUT; DATA; **NOTIFICATION** ; ADDRESS; INFORMATION;
 SHARE; SERVE; **USER**
 Derwent Class: T01; T06
 International Patent Class (Main): **G06F-017/60**
 International Patent Class (Additional): G05B-015/02; G05B-019/418
 File Segment: EPI

26/5/72 (Item 51 from file: 350)
 DIALOG(R) File 350:Derwent WPIX
 (c) 2004 Thomson Derwent. All rts. reserv.

014269808. **Image available**
 WPI Acc No: 2002-090506/200212
 XRPX Acc No: N02-066671

Transportation management system operations for determining optimal cost-minimizing set of production transportation decisions has display for determining solution for goods using processed information
 Patent Assignee: MANUGISTICS INC (MANU-N); ARUNAPURAM S (ARUN-I); MULQUEEN M (MULQ-I); RAJAGOPAL S (RAJA-I)
 Inventor: ARUNAPURAM S; MULQUEEN M; RAJAGOPAL S
 Number of Countries: 095 Number of Patents: 004
 Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200199006	A2	20011227	WO 2001US19436	A	20010618	200212 B
US 20020019759	A1	20020214	US 2000212124	P	20000616	200214
			US 2001882257	A	20010618	
AU 200169887	A	20020102	AU 200169887	A	20010618	200230
EP 1297472	A2	20030402	EP 2001948437	A	20010618	200325
			WO 2001US19436	A	20010618	

Priority Applications (No Type Date): US 2000212124 P 20000616; US 2001882257 A 20010618

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
WO 200199006	A2	E 102	G06F-017/60	
Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW				
Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW				
US 20020019759	A1		G06F-017/60	Provisional application US 2000212124
AU 200169887	A		G06F-017/60	Based on patent WO 200199006
EP 1297472	A2	E	G06F-017/60	Based on patent WO 200199006
Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI TR				

Abstract (Basic): WO 200199006 A2

NOVELTY - Transportation planning manager (100) determines an optimal transportation solution for the good. An **information** processing device processes **order information** (101), carrier **information** (102), and business factors (103). The **order information** comprises **data** detailing a **client** 's desires to ship the order, including its source and a destination, a **time** from for the **delivery** of the good, or a desired type of transport.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for

- (1) a method of managing transportation operations
- (2) a transportation operations managing **network**
- (3) a computer program product
- (4) a **network** of manager module for planning, executing and paying for freight movements necessitating several orders

USE - In a transport manager for determining an optimal, cost-minimizing set of product transportation decisions based upon expected transportation costs and an **electronic** transportation plan execution and freight payment managers.

ADVANTAGE - Provides increased **customer** satisfaction. Allows an organization to collaborate directly with its vendors to optimize transportation throughout a supply chain

DESCRIPTION OF DRAWING(S) - The drawing shows the various forces that must be considered by a transportation planning manager when selecting and **scheduling** freight movements to satisfy pending shipping orders

transportation planning manager (100)

order information (101)

carrier information (102)

business factors (103)

pp; 102 DwgNo 1/8

Title Terms: TRANSPORT; MANAGEMENT; SYSTEM; OPERATE; DETERMINE; OPTIMUM; COST; MINIMISE; SET; PRODUCE; TRANSPORT; DECIDE; DISPLAY; DETERMINE; SOLUTION; GOODS; PROCESS; INFORMATION

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

File Segment: EPI

26/5/73 (Item 52 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014259209 **Image available**

WPI Acc No: 2002-079907/200211

XRPX Acc No: N02-059323

Real time goods delivery time calculation method for electronic business, involves publishing shortage of goods routinely calculated, with respect to specific delivery time , for user 's perusal

Patent Assignee: NEC CORP (NIDE)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2001325015	A	20011122	JP 2000145426	A	20000517	200211 B

Priority Applications (No Type Date): JP 2000145426 A 20000517

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2001325015	A	7	G05B-019/418	

Abstract (Basic): JP 2001325015 A

NOVELTY - The goods **delivery time** is calculated by a calculation tool (70), based on the received demand and the order/acceptance **status** , and is stored in a database (60). Shortage of goods with respect to specific **delivery time** , is routinely computed and is published along with the **delivery time** in a website (80) for **user 's** perusal on-line.

USE - For calculating goods **delivery time** for production in real time electronic business applications.

ADVANTAGE - Enables **orderer** to acquire **goods** quickly by perusing specific production **websites** that have very less amount of goods shortage with respect to the requirement and thus **improves** operation efficiency and prevents order concentration.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of goods **delivery time** calculation system. (Drawing includes non-English language text).

Database (60)

Calculation tool (70)

Website (80)

pp; 7 DwgNo 1/4

Title Terms: REAL; TIME; GOODS; DELIVER; TIME; CALCULATE; METHOD; ELECTRONIC; BUSINESS; PUBLICATION; SHORTAGE; GOODS; CALCULATE; RESPECT; SPECIFIC; DELIVER; TIME; **USER**

Derwent Class: T01; T06

International Patent Class (Main): G05B-019/418

International Patent Class (Additional): **G06F-017/60**

File Segment: EPI

26/5/74 (Item 53 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014250668 **Image available**

WPI Acc No: 2002-071368/200210

XRPX Acc No: N02-053094

Goods delivery system sends goods delivery time to customer , by continuously acquiring position and goods carrier carrying goods from the retailer to customers

Patent Assignee: JCB KK (JCBJ-N)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2001319160	A	20011116	JP 2000134816	A	20000508	200210 B

Priority Applications (No Type Date): JP 2000134816 A 20000508

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2001319160	A	7	G06F-017/60	

Abstract (Basic): JP 2001319160 A

NOVELTY - A management system (14) trades goods carriers (18) carrying goods from retailer (22) to **customer** (20) and transmits **delivery time** of the goods to **customer** through **network** . The management system transmits **information** on delivery place and **ordered goods** received from **customer** , to **goods carrier**.

USE - For delivering **goods ordered** to telephone, facsimile, mail or through **internet** .

ADVANTAGE - By continuously acquiring the position of goods carriers and providing **delivery time** to **customer** , the goods **delivery process** is **improved** .

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of goods delivery system. (Drawing includes non-English language text).

Management system (14)

Goods carriers (18)

Customer (20)

Retailer (22)

pp; 7 DwgNo 1/2

Title Terms: GOODS; DELIVER; SYSTEM; SEND; GOODS; DELIVER; TIME; **CUSTOMER**

; CONTINUOUS; ACQUIRE; POSITION; GOODS; CARRY; CARRY; GOODS; RETAIL;
CUSTOMER
Derwent Class: Q35; T01
International Patent Class (Main): **G06F-017/60**
International Patent Class (Additional): B65G-001/137; G08G-001/00
File Segment: EPI; EngPI

26/5/75 (Item 54 from file: 350)
DIALOG(R) File 350:Derwent WPIX
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014243952 **Image available**
WPI Acc No: 2002-064652/200209
XRPX Acc No: N02-048048

Electronic estimated processing system in which estimated result information is produced depending on request-for-quotation information produced from user terminal and is transmitted to user terminal

Patent Assignee: DIAMOND RENTAL SYSTEM KK (DIAM-N)
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2001306886	A	20011102	JP 2000125279	A	20000426	200209 B

Priority Applications (No Type Date): JP 2000125279 A 20000426

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2001306886	A	6	G06F-017/60	

Abstract (Basic): JP 2001306886 A

NOVELTY - Estimated result information is produced depending on request-for-quotation information produced from the **user** terminal (4) based on extraction result information sent to the **user** terminal via the communication network (5). The estimated result information is transmitted to the **user** terminal via the communication network.

DETAILED DESCRIPTION - An estimated **process** server (1) extracts corresponding data from the required database based on extraction condition information transmitted from the **user** terminal via the communication network. The extraction result information is transmitted to the **user** terminal via the communication network.

USE - For **notifying user** of e.g. estimated price of an object to be **purchased**, **time for delivery**, in **goods** procurement using communication **network**.

ADVANTAGE - Enables not only estimation with respect to goods of different category but also in various purchase order form.

DESCRIPTION OF DRAWING(S) - The figure is a diagram showing the profile of the electronic estimated **processing** system.

Estimated **process** server (1)

User terminal (4)

Communication network (5)

pp; 6 DwgNo 1/1

Title Terms: ELECTRONIC; ESTIMATE; **PROCESS**; SYSTEM; ESTIMATE; RESULT; INFORMATION; PRODUCE; DEPEND; REQUEST; QUOTATION; INFORMATION; PRODUCE; **USER**; TERMINAL; TRANSMIT; **USER**; TERMINAL
Derwent Class: T01
International Patent Class (Main): **G06F-017/60**
File Segment: EPI

26/5/76 (Item 55 from file: 350)

DIALOG(R)File 350:Derwent WPIX
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014225316 **Image available**

WPI Acc No: 2002-046014/200206

XRPX Acc No: N02-034528

Information processing system for motor vehicle purchasing
assistance, offers purchase order to motor vehicle store based on bid
offer response from store

Patent Assignee: DIAMOND AUTOLEASE KK (DIAM-N)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2001297222	A	20011026	JP 2000112358	A	20000413	200206 B

Priority Applications (No Type Date): JP 2000112358 A 20000413

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2001297222	A	14	G06F-017/60	

Abstract (Basic): JP 2001297222 A

NOVELTY - An output terminal (5) outputs quotation request of specific format to specific motor vehicle stores, based on input vehicle specification, **delivery time**, and other estimates. The response from the stores are displayed on the **purchaser**'s terminal. A public tender screen displays estimate response with minimum purchase price. Bid offer with respect to purchase price is searched and offers a purchase order based on bid offer response.

USE - For supporting motor vehicle purchasing using communication **network**.

ADVANTAGE - **Improves** quality of estimated content, since influence due to **individual** difference of **person** in charge is eliminated.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of the information **processing** system. (Drawing includes non-English language text).

Output terminal (5)

pp; 14 DwgNo 1/10

Title Terms: INFORMATION; **PROCESS**; SYSTEM; MOTOR; VEHICLE; PURCHASE; ASSIST; OFFER; PURCHASE; ORDER; MOTOR; VEHICLE; STORAGE; BASED; BID; OFFER; RESPOND; STORAGE

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

File Segment: EPI

26/5/77 (Item 56 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014220947 **Image available**

WPI Acc No: 2002-041645/200205

XRPX Acc No: N02-030869

Computerized **business management method for e-retail and mass marketing environments**, involves **dispatching electronically stored item information to vender who supplies item to recipient within scheduled delivery date**

Patent Assignee: ADVANCE SHOPPING NETWORK CORP (ADSH-N); KNORR Y D (KNOR-I); STEINBERGS E C (STEI-I)

Inventor: KNORR Y D; STEINBERGS E C

Number of Countries: 095 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200186551	A2	20011115	WO 2001US14669	A	20010505	200205 B
AU 200157554	A	20011120	AU 200157554	A	20010505	200219
US 20020077929	A1	20020620	US 2000202332	P	20000505	200244
			US 2001848960	A	20010504	

Priority Applications (No Type Date): US 2000202332 P 20000505; US 2001848960 A 20010504

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
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WO 200186551	A2	E	56	G06F-017/60	
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Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW

AU 200157554	A			G06F-017/60	Based on patent WO 200186551
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US 20020077929	A1			G06F-017/60	Provisional application US 2000202332
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Abstract (Basic): WO 200186551 A2

NOVELTY - The transaction **information** obtained from a **purchaser** is stored until an item **fulfillment** date arrives which occurs within **scheduled delivery date**. The stored **item information** is dispatched **electronically** as an **order** to a vender who supplies **item** to the **recipient** within **scheduled delivery date**.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

- (a) Computer **network** ;
- (b) Executable computer program for placing pend transaction orders;
- (c) Computer program storage medium;
- (d) Transactions creation method

USE - For e-retail and mass marketing environments using **Internet**

ADVANTAGE - Since the **purchaser** provides specific set of **fulfillment** instructions for specific purpose having instructions managed and executed at some future date, the end **user** need not re-engage in transactions which are to be completed by that specified future date.

DESCRIPTION OF DRAWING(S) - The figure shows the **process** flow diagram of managing business.

pp; 56 DwgNo 1/13

Title Terms: COMPUTER; BUSINESS; MANAGEMENT; METHOD; RETAIL; MASS; MARKET; ENVIRONMENT; DISPATCH; **ELECTRONIC** ; STORAGE; ITEM; INFORMATION; SUPPLY; ITEM; **RECIPIENT** ; **SCHEDULE** ; DELIVER; DATE

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

26/5/78 (Item 57 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014209188 **Image available**

WPI Acc No: 2002-029885/200204

XRPX Acc No: N02-023160

Electronic catalog exchange system for enterprises, transfers goods order obtained from purchaser to seller, and notifies goods delivery time and transportation situation to purchaser

Patent Assignee: NEC CORP (NIDE); TADURU D (TADU-I); YAMAZOE K (YAMA-I)

Inventor: TADURU D; YAMAZOE K

Number of Countries: 002 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2001265981	A	20010928	JP 200082421	A	20000323	200204 B
US 20010032148	A1	20011018	US 2001816871	A	20010322	200204

Priority Applications (No Type Date): JP 200082421 A 20000323

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2001265981	A	10	G06F-017/60	
US 20010032148	A1		G06F-017/60	

Abstract (Basic): JP 2001265981 A

NOVELTY - A search unit (2) searches prestored goods catalog information corresponding to search request from a **purchaser** (20) and **notifies** to the **purchaser**. An estimator (3) provides an estimated reply to the **purchaser**, on receiving quotation for goods. An orderer (4) transfers goods order to a seller (10) and **notifies** goods **delivery time** and transportation situation to the **purchaser**.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

- (a) Electronic catalog exchange method;
- (b) Market information collection and storage system;
- (c) Market information collection and storage method

USE - For exchanging electronic catalog information between **purchaser** and seller enterprises through internet.

ADVANTAGE - Shortens selling lead time. Enables efficient, simple and easy exchange of catalog information. **Improves** efficiency of goods selection and business. Reduces indirect selling cost.

DESCRIPTION OF DRAWING(S) - The figure shows the system assembly of electronic catalog exchange system. (Drawing includes non-English language text).

Search unit (2)

Estimator (3)

Orderer (4)

Seller (10)

Purchaser (20)

pp; 10 DwgNo 2/2

Title Terms: ELECTRONIC; EXCHANGE; SYSTEM; TRANSFER; GOODS; ORDER; OBTAIN; PURCHASE; **NOTIFICATION**; GOODS; DELIVER; TIME; TRANSPORT; SITUATE; PURCHASE

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

International Patent Class (Additional): G06F-017/30

File Segment: EPI

26/5/79 (Item 58 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014187090 **Image available**

WPI Acc No: 2002-007787/200201

XRPX Acc No: N02-006877

Internet based goods order and delivery system for retail store,

transmits goods order ID to receipt terminal, based on which ordered goods are delivered

Patent Assignee: NEC CORP (NIDE)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2001291027	A	20011019	JP 2000108796	A	20000411	200201 B

Priority Applications (No Type Date): JP 2000108796 A 20000411

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2001291027	A	18	G06F-017/60	

Abstract (Basic): JP 2001291027 A

NOVELTY - An order **processing** center (20) transmits goods order ID for identifying orderer, to a goods receipt terminal (40) based on goods order information received from a **user** terminal (10). A delivery center (30) delivers ordered goods to corresponding orderer on receiving purchase order ID from the center (20).

USE - For **ordering** and delivering **goods** from a retail shop using **network** such as **internet** .

ADVANTAGE - Since purchase order goods ID is transmitted to goods receipt terminal, ordered goods are received within the specified **time** from a **delivery** box, even when there is no retail shop to orderer.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of goods order and delivery system. (Drawing includes non-English language text).

User terminal (10)

Order **processing** center (20)

Delivery center (30)

Goods receipt terminal (40)

pp; 18 DwgNo 1/18

Title Terms: BASED; GOODS; ORDER; DELIVER; SYSTEM; RETAIL; STORAGE; TRANSMIT; GOODS; ORDER; ID; RECEIPT; TERMINAL; BASED; ORDER; GOODS; DELIVER

Derwent Class: Q35; T01

International Patent Class (Main): G06F-017/60

International Patent Class (Additional): B65G-001/137

File Segment: EPI; EngPI

26/5/80 (Item 59 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014113175 **Image available**

WPI Acc No: 2001-597387/200168

XRPX Acc No: N01-445415

Electronic-commerce system for procuring narcotics, drugs, has secure procurement system which in co-operation with certificate authority authenticates user private procurement transaction

Patent Assignee: PROCURE.COM INC (PROC-N)

Inventor: FLETCHER R J; MCPHEDRAN N C

Number of Countries: 002 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
CA 2330266	A1	20010705	CA 2330266	A	20010105	200168 B
US 20010042050	A1	20011115	US 2000174510	P	20000105	200201
			US 2001755467	A	20010105	

Priority Applications (No Type Date): US 2000174510 P 20000105; US
2001755467 A 20010105

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
CA 2330266	A1	E	37	H04L-009/32	
US 20010042050	A1		19	G06F-017/60	Provisional application US 2000174510

Abstract (Basic): CA 2330266 A1

NOVELTY - A supplier system (44) transmits supplier private procurement transactions comprising **notification** of provision of goods on receiving **user** private procurement transactions comprising orders and confirmation of receipt. A secure procurement system (38) in co-operation with certificate authority (40) authenticates **user** private procurement transactions. Orders, **notifications**, confirmation of receipts are stored in database server to provide verifiable chain of custody for goods procured by **user**.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

- (a) Goods/services procuring method;
- (b) Secured procurement system

USE - In electronic-commerce for securing goods or services particularly narcotics, controlled drugs and substances or other goods subject to chain of custody for ordering and delivering.

ADVANTAGE - **Orders** are created and receipt of **product** is confirmed using any standard **web** browser, thus eliminating need for additional complex end **user** software. Errors are virtually eliminated, as catalog, pricing and other information are always up-to-date and procurement system does not accept orders for non-listed catalog items. The number of telephone order **status** queries are dramatically reduced, as better and more up-to-date information, including real **time** information regarding **delivery schedules**, are placed in the hands of **customers** and trading partners. Only valid orders are accepted as all entries are cross-referenced against online catalog, hence significantly reducing **processing** costs and costs associated with handling returns. Orders are automatically **processed** by any legacy application and sent directly to a picker or receiver on a warehouse floor or to a transportation company. Provides assurance that a particular transaction has taken place between **user** and supplier.

DESCRIPTION OF DRAWING(S) - The figure shows the general schematic representation of electronic-commerce system.

Secure procurement system (38)

Certificate authority (40)

Supplier system (44)

pp; 37 DwgNo 1/8

Title Terms: ELECTRONIC; SYSTEM; NARCOTIC; DRUG; SECURE; SYSTEM; CO;
OPERATE; CERTIFY; AUTHORISE; **USER**; PRIVATE; TRANSACTION

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**; H04L-009/32

International Patent Class (Additional): H04L-012/16

File Segment: EPI

26/5/81 (Item 60 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014065991 **Image available**

WPI Acc No: 2001-550204/200161

XRPX Acc No: N01-408677

Parts ordering management system, for parts brokers and their clients ,
that centrally controls the receipt and fulfillment of an electronic
order which is transmitted by the client through a communications
network

Patent Assignee: PARTS LOGISTICS MANAGEMENT CORP (PART-N)

Inventor: HANSEN J W

Number of Countries: 093 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200165428	A2	20010907	WO 2001CA253	A	20010302	200161 B
CA 2299825	A1	20010902	CA 2299825	A	20000302	200165
AU 200140389	A	20010912	AU 200140389	A	20010302	200204

Priority Applications (No Type Date): US 2000536123 A 20000328; CA 2299825
A 20000302

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 200165428	A2	E	33	G06F-017/60	
Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW					
Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW					
CA 2299825	A1	E		G06F-017/60	
AU 200140389	A			G06F-017/60	Based on patent WO 200165428

Abstract (Basic): WO 200165428 A2

NOVELTY - Real-time interactive communications assistance between a
central service and a **client** **automatically** determines a target
inventory location from which **ordered goods** are in stock, and are
deliverable to the destination address within a predetermined **delivery**
time .

USE - For parts brokers and their **clients** .

ADVANTAGE - Reliably achieves one day delivery times without being
labor intensive, and provides feedback and assistance to the **client** .

DESCRIPTION OF DRAWING(S) - The figure shows a flow chart of the
parts ordering management **process** .

pp; 33 DwgNo 2/8

Title Terms: PART; ORDER; MANAGEMENT; SYSTEM; PART; **CLIENT** ; CENTRAL;
CONTROL; RECEIPT; ELECTRONIC; ORDER; TRANSMIT; **CLIENT** ; THROUGH;
COMMUNICATE; NETWORK

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

International Patent Class (Additional): H04L-012/16

File Segment: EPI

26/5/82 (Item 61 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014006815

WPI Acc No: 2001-491029/200154

XRFX Acc No: N01-363459

Personalized on-line shopping management method for electronic commerce,
involves separating registered icon from image displaying selected icon
for each user

Patent Assignee: FUJITSU LTD (FUIT)

Inventor: MURAKAMI K; NISHIYAMA S

Number of Countries: 002 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
GB 2358497	A	20010725	GB 200018744	A	20000731	200154 B
JP 2001195495	A	20010719	JP 200092907	A	20000330	200156

Priority Applications (No Type Date): JP 200092907 A 20000330; JP 99302689 A 19991025

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
GB 2358497	A	83	G06F-017/30	
JP 2001195495	A	33	G06F-017/60	

Abstract (Basic): GB 2358497 A

NOVELTY - A **user** is identified and registered icon which indicates information on goods or services is separated from an image including animation, sound or letters. The link between icons registered by different registrants is managed and the icon are dynamically registered or deleted for each **user**. The **user** selects an icon, so that the selected icon is displayed for each **user** in an **individual** on-line shopping environment.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

- (a) **Individual** on-line shopping environment generation method;;
- (b) Computer readable recording medium;
- (c) **Individual** on-line shopping constructing apparatus;
- (d) Icon operating method;
- (e) Icon operating apparatus;
- (f) Computer program

USE - For electronic commerce such as on-line shopping, also for electronic chatting, electronic bulletin board, etc.

ADVANTAGE - Since the icon which represents information on goods or services can be registered or deleted based on **user**, on-line shopping is performed efficiently by organizing only information on good or services required for a **user**. Since **user** can update the information on goods or services with respect to an icon registered by another **user**, the quality and quantity of information distributed by an icon is enhanced. A link between different registrants is provided so that overlapping of information is prevented, and exchange of information between different registrants is promoted. The **user** can grasp and alter delivery **status** of **goods purchased** in the **on - line** shopping. Hence the **delivery date** and **time** of the goods can be obtained without negotiating directly with a home delivery **person**.

pp; 83 DwgNo 0/26

Title Terms: LINE; SHOPPING; MANAGEMENT; METHOD; ELECTRONIC; SEPARATE; REGISTER; IMAGE; DISPLAY; SELECT; **USER**

Derwent Class: T01

International Patent Class (Main): G06F-017/30; **G06F-017/60**

International Patent Class (Additional): G06F-003/00; G06F-013/00

File Segment: EPI

26/5/83 (Item 62 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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013901702 **Image available**

WPI Acc No: 2001-385915/200141

XRPX Acc No: N01-283498

Electronic commercial transaction apparatus for internet application, displays information related to time period between goods order

acceptance and dispatch, and dispatch and delivery time , in different display units

Patent Assignee: DIGITAL COLLEGE KK (DIGI-N); TOYO JOHO SYSTEM KK (TOJO-N)
Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2001117997	A	20010427	JP 99300182	A	19991021	200141 B

Priority Applications (No Type Date): JP 99300182 A 19991021

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2001117997	A	12	G06F-017/60	

Abstract (Basic): JP 2001117997 A

NOVELTY - **Consumer** (10) **orders** the **goods** by accessing homepage of **electronic** store (20). **Electronic** store indicates the **goods order** to manufacturer (40). **Goods** inventory information retrieval unit (25) displays information related to time period between goods order acceptance and goods dispatch by manufacturer (40), and display (27) displays information related to time period between dispatch **time** and **time** of **delivery** of goods to **consumer** by shipping agent (50).

USE - For electronic commercial transaction in internet application including on-line shopping.

ADVANTAGE - Since information related to the dispatch period of goods by manufacturer and the **delivery time** of goods by shipping agent are displayed, the receipt **stage** can be confirmed by the **consumer** easily.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of electronic commercial transaction apparatus. (Drawing includes non-English language text).

Consumer (10)
Electronic store (20)
Retrieval unit (25)
Display (27)
Manufacturer (40)
Shipping agent (50)
pp; 12 DwgNo 1/17

Title Terms: ELECTRONIC; COMMERCIAL; TRANSACTION; APPARATUS; APPLY; DISPLAY ; INFORMATION; RELATED; TIME; PERIOD; GOODS; ORDER; ACCEPT; DISPATCH; DISPATCH; DELIVER; TIME; DISPLAY; UNIT

Derwent Class: Q35; T01; T05

International Patent Class (Main): **G06F-017/60**

International Patent Class (Additional): B65G-001/137; G06F-019/00; G07F-017/40

File Segment: EPI; EngPI

26/5/84 (Item 63 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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013805883 **Image available**

WPI Acc No: 2001-290095/200130

Related WPI Acc No: 2001-290094

XRPX Acc No: N01-207227

Integrated system for effecting electronic commerce via data network , has delivery subsystem which receives items relating to fulfilled customer order and facilitates delivery of received items to a customer

Patent Assignee: WEBVAN GROUP INC (WEBV-N)

Inventor: BHARGAVA S; BORDERS L H; CLOSSMAN G A; HAM P; LLOYD M S; MAYYA A R; RELAN A P; WIJAYA J

Number of Countries: 091 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200068859	A2	20001116	WO 2000US13038	A	20000511	200130 B
AU 200047125	A	20001121	AU 200047125	A	20000511	200130
JP 2003529119	W	20030930	JP 2000616567	A	20000511	200365
			WO 2000US13038	A	20000511	

Priority Applications (No Type Date): US 2000568603 A 20000510; US 99133346 P 19990511; US 99133646 P 19990511

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 200068859	A2	E	99	G06F-017/60	

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW NL OA PT SD SE SL SZ TZ UG ZW

AU 200047125 A G06F-017/60 Based on patent WO 200068859

JP 2003529119 W 130 G06F-017/60 Based on patent WO 200068859

Abstract (Basic): WO 200068859 A2

NOVELTY - An **order fulfillment** subsystem (OFS) (160) receives **customer order information**. The OFS facilitates **fulfillment** of **customer order** which includes obtaining portion of items relating to the order and preparing the obtained items for shipment to the **customer**. A delivery subsystem receives items relating to one **fulfilled customer** order and facilitates delivery of received items to the **customer**.

DETAILED DESCRIPTION - An inventory subsystem has an inventory database for maintaining records of items of merchandise. A **customer** interface subsystem stores inventory data from inventory subsystem. The **customer** interface subsystem is designed to present selected item information corresponding to inventory merchandise to **customer**. The **customer** interface subsystem facilitates **customer** shopping transactions and stores **customer order information**. A **data** warehouse subsystem (DWS) (180) analyzes data generated from the other subsystems. An INDEPENDENT CLAIM is also included for **electronic** commerce effecting method.

USE - For effecting **electronic** commerce i.e., for **selling** and delivering **consumer products** to **customers** using **data network** such as wide area **network**, local area **network**, **internet**, etc.

ADVANTAGE - The integrated system can route a particular **customer** to appropriate business unit based on geographic location associated with particular **customer**. The **online** store can facilitate **customer** transactions including e.g., providing **customers** with catalog **information** relating to items which are available for **purchase**, enabling **customers** to **schedule** **delivery** destination, **date** and **time** for **delivery** of an order, receiving and managing **customer** orders, facilitating **fulfillment** of **customer** orders, facilitating delivery of **customer** orders.

DESCRIPTION OF DRAWING(S) - The figure shows schematic block diagram of integrated system architecture.

OFS (160)

DWS (180)

pp; 99 DwgNo 1/15

Title Terms: INTEGRATE; SYSTEM; EFFECT; **ELECTRONIC** ; DATA; **NETWORK** ;
DELIVER; SUBSYSTEM; RECEIVE; ITEM; RELATED; **CUSTOMER** ; ORDER; FACILITATE
; DELIVER; RECEIVE; ITEM; **CUSTOMER**
Derwent Class: T01
International Patent Class (Main): **G06F-017/60**
File Segment: EPI

26/5/85 (Item 64 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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013793461 **Image available**
WPI Acc No: 2001-277672/200129
XRPX Acc No: N01-198819

Delivery management system for computerized goods selling , produces sales report to manufacturing company based on received delivery details and payment date
Patent Assignee: YAO M (YAOM-I)
Number of Countries: 001 Number of Patents: 001
Patent Family:
Patent No Kind Date Applicat No Kind Date Week
JP 2001060226 A 20010306 JP 99235381 A 19990823 200129 B

Priority Applications (No Type Date): JP 99235381 A 19990823
Patent Details:
Patent No Kind Lan Pg Main IPC Filing Notes
JP 2001060226 A 8 G06F-017/60

Abstract (Basic): JP 2001060226 A

NOVELTY - An execution unit (30) produces a report about the total **sales data** relevant to shipment conditions of **customer** , and payment details. The report is forwarded to manufacturing company, based on **selling information** obtained from the **processor** (20).

USE - For computer based goods selling through stores/financial institutions.

ADVANTAGE - Achieves the **improvement** in delivery of goods due to the efficient recovery of **selling information** .

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of delivery management system. (Drawing includes non-English language text).

Processor (20)

Execution system (30)
pp; 8 DwgNo 1/5

Title Terms: DELIVER; MANAGEMENT; SYSTEM; GOODS; SELL; PRODUCE; SALE;
REPORT; MANUFACTURE; COMPANY; BASED; RECEIVE; DELIVER; DETAIL; PAY; DATE
Derwent Class: Q35; T01
International Patent Class (Main): **G06F-017/60**
International Patent Class (Additional): B65G-001/137; G06F-019/00
File Segment: EPI; EngPI

26/5/86 (Item 65 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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013364883 **Image available**
WPI Acc No: 2000-536822/200049
XRPX Acc No: N00-397424

Automatic goods information delivery system of point of sales

system connected to internet , extracts information related to each customer need from POS data automatically and delivers the extracted information

Patent Assignee: TOPPAN PRINTING CO LTD (TOPP)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2000207460	A	20000728	JP 995039	A	19990112	200049 B

Priority Applications (No Type Date): JP 995039 A 19990112

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2000207460	A		4 G06F-017/60	

Abstract (Basic): JP 2000207460 A

NOVELTY - The automatic delivery system has POS database unit which stores POS data. Goods information database unit stores goods information. Data mixing unit extracts information related to each customer need from POS data automatically. Delivery unit delivers the extracted information via internet.

USE - For automatic goods information delivery while accessing goods information resource database of point-of- sales system connected to internet .

ADVANTAGE - Since each customer need is extracted from POS data by data mixing unit automatically, goods information for each customer need is delivered automatically within short time , thereby reduces processing cost.

DESCRIPTION OF DRAWING(S) - The figure shows block diagram of the automatic delivery system.

pp; 4 DwgNo 1/2

Title Terms: AUTOMATIC; GOODS; INFORMATION; DELIVER; SYSTEM; POINT; SALE; SYSTEM; CONNECT; EXTRACT; INFORMATION; RELATED; CUSTOMER ; NEED; POS; DATA; AUTOMATIC; DELIVER; EXTRACT; INFORMATION

Derwent Class: T01

International Patent Class (Main): G06F-017/60

International Patent Class (Additional): G06F-017/30

File Segment: EPI

26/5/87 (Item 66 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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013183121 **Image available**

WPI Acc No: 2000-354994/200031

XRPX Acc No: N00-266098

Business-talk inquiry examination/reply system for product -to- order system, receives order from customer as electronic data and compares with specified data to examine suitability and time for delivery for reply

Patent Assignee: NKK CORP (NIKN)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2000113039	A	20000421	JP 98277822	A	19980930	200031 B

Priority Applications (No Type Date): JP 98277822 A 19980930

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2000113039	A		8 G06F-017/60	

Abstract (Basic): JP 2000113039 A

NOVELTY - The **customer** 's order is input as electronic data to the internal terminal (105) which is edited based on specification data. The internal terminal compares the input data with the specified data to examine the suitability and **time** for **delivery** of an order received to produce the reply data, which is output to **customer** .

USE - For product-to-order system.

ADVANTAGE - The reply of product price and **time** for **delivery** from **processing** terminal can be obtained quickly.

DESCRIPTION OF DRAWING(S) - The figure shows the **customer** response system.

Internal terminal (105)

pp; 8 DwgNo 1/6

Title Terms: BUSINESS; TALK; ENQUIRY; EXAMINATION; REPLY; SYSTEM; PRODUCT; ORDER; SYSTEM; RECEIVE; ORDER; **CUSTOMER** ; ELECTRONIC; DATA; COMPARE; SPECIFIED; DATA; TIME; DELIVER; REPLY

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

International Patent Class (Additional): G06F-019/00

File Segment: EPI

26/5/88 (Item 67 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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012486789 **Image available**

WPI Acc No: 1999-292897/199925

XRPX Acc No: N99-219479

Goods order procedure for point-of-sale (POS) terminal - involves producing order file for assigning drawing number of order for manufacturer direct shipment to stocking of supplement order of goods , to perform on - line order by headquarter server to received- order management computer

Patent Assignee: HITACHI LTD (HITA)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 11096240	A	19990409	JP 97259516	A	19970925	199925 B

Priority Applications (No Type Date): JP 97259516 A 19970925

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
JP 11096240	A		8	G06F-017/60	

Abstract (Basic): JP 11096240 A

NOVELTY - An order file (3) for **assigning** the drawing number of a predetermined identified order for the manufacturer direct shipment to the stocking of the supplement **order** of predetermined goods, is produced so that a headquarter server (1) performs an **on - line** order to a received-order management computer (17). DETAILED DESCRIPTION - A store server (8) manages a POS terminal (13) installed in a store. The headquarter server performs the order control of predetermined headquarters. The **on - line** connection of the received-order management computer is performed to communication **networks** (6,7). The store server produces a data file (9) which stores the output information corresponding to e.g. **delivery** tip, goods information, **delivery time** , **customer** address from the POS terminal.

USE - Applicable for POS terminal.

ADVANTAGE - Prevents predetermined fault regarding the order service, delay **time** of **delivery** and incorrect order, thus ensuring efficient retail and selling by direct delivery of goods from manufacturer to **customer** . DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of a **goods order** system. (1) Headquarter server; (3) **Order** file; (6,7) Communication **networks** ; (8) Store server; (9) **Data** file; (13) POS terminal; (17) Received- **order** management computer.

Dwg.1/9

Title Terms: GOODS; ORDER; PROCEDURE; POINT; SALE; POS; TERMINAL; PRODUCE; ORDER; FILE; **ASSIGN** ; DRAW; NUMBER; ORDER; MANUFACTURE; DIRECT; SHIPPING ; STOCKING; SUPPLEMENT; ORDER; GOODS; PERFORMANCE; **ON - LINE** ; ORDER; SERVE; RECEIVE; ORDER; MANAGEMENT; COMPUTER

Derwent Class: T01; T05

International Patent Class (Main): **G06F-017/60**

International Patent Class (Additional): G07G-001/12; G07G-001/14

File Segment: EPI

26/5/89 (Item 68 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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011955767 **Image available**

WPI Acc No: 1998-372677/199832

XRPX Acc No: N98-292322

Electronic transaction method used in accounts settlement - involves transmitting instruction to agency server for prohibiting settlement of accounts when goods data are not received even after delivery date

Patent Assignee: HITACHI LTD (HITA)

Inventor: HIROYA M; ITO A; TERAMURA T

Number of Countries: 026 Number of Patents: 004

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 10149394	A	19980602	JP 96310381	A	19961121	199832 B
EP 854462	A2	19980722	EP 97309364	A	19971120	199833
CA 2221399	A	19980521	CA 2221399	A	19971118	199838
CA 2221399	C	20020611	CA 2221399	A	19971118	200247

Priority Applications (No Type Date): JP 96310381 A 19961121

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
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JP 10149394	A		13	G06F-017/60	
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EP 854462	A2	E		G07F-019/00	
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Designated States (Regional): AL AT BE CH DE DK ES FI FR GB GR IE IT LI

LT LU LV MC MK NL PT RO SE SI

CA 2221399	A			G06F-017/60	
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CA 2221399	C	E		G06F-017/60	
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Abstract (Basic): JP 10149394 A

The method involves transmitting data between several information **processors** connected via a communication **network** . Data from a first **processor** of a **goods purchaser** is transmitted to a second **processor** of a **goods** sponsor and a third **processor** of an agency server.

When goods data are received by the goods **purchaser** , the receipt data of goods is transmitted to the goods sponsor. When the goods data are not received even after the **delivery date** , the goods **purchaser** terminal transmits an instruction to the agency server for prohibiting settlement of accounts.

ADVANTAGE - Prevents inaccurate acquisition of price or goods.
Dwg.1/7

Title Terms: ELECTRONIC; TRANSACTION; METHOD; ACCOUNT; SETTLE; TRANSMIT;
INSTRUCTION; AGENT; SERVE; PROHIBIT; SETTLE; ACCOUNT; GOODS; DATA;
RECEIVE; EVEN; AFTER; DELIVER; DATE

Index Terms/Additional Words: INTERNET

Derwent Class: T01; T05

International Patent Class (Main): G06F-017/60 ; G07F-019/00

International Patent Class (Additional): G07G-001/12

File Segment: EPI

26/5/90 (Item 69 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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010789862 **Image available**

WPI Acc No: 1996-286815/199629

XRPX Acc No: N96-240840

Real-time scheduling computerised method for product and service - by using allocation program to initiate tasks assigned to its operational function upon identifying next preceding updated prime data identifier to provide non-iterative task completion without central monitoring

Patent Assignee: SUN OPTECH LTD (SUNO-N); NMETRIC LLC (NMET-N); SUNOPTTECH LTD (SUNO-N)

Inventor: BARLOW C; HENDERSON K R; KOSKI R E; BARLOW C R

Number of Countries: 023 Number of Patents: 009

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 9616365	A2	19960530	WO 95IB1160	A	19951114	199629 B
AU 9644569	A	19960617	AU 9644569	A	19951114	199638
WO 9616365	A3	19960808				199641
US 5596502	A	19970121	US 94339520	A	19941114	199710
EP 799457	A1	19971008	EP 95943298	A	19951114	199745
			WO 95IB1160	A	19951114	
JP 10509823	W	19980922	WO 95IB1160	A	19951114	199848
			JP 96516721	A	19951114	
AU 200010121	A	20000316	AU 9644569	A	19951114	200024 N
			AU 200010121	A	20000106	
AU 751245	B	20020808	AU 9644569	A	19951114	200263 N
			AU 200010121	A	20000106	
CA 2204393	C	20031014	CA 2204393	A	19951114	200369
			WO 95IB1160	A	19951114	

Priority Applications (No Type Date): US 94339520 A 19941114; AU 200010121 A 20000106

Cited Patents: US 5331545; US 5343387; US 5369570; No-SR.Pub

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 9616365	A2	E	55	G06F-000/00	
				Designated States (National): AU CA JP KR MX US	
				Designated States (Regional): AT BE CH DE DK ES FR GB GR IE IT LU MC NL PT SE	
AU 9644569	A			G06F-019/00	Based on patent WO 9616365
US 5596502	A		43	G06F-019/00	
EP 799457	A1	E		G06F-019/00	Based on patent WO 9616365
				Designated States (Regional): AT BE CH DE DK ES FR GB GR IE IT LI LU MC NL PT SE	
JP 10509823	W		76	G06F-017/60	Based on patent WO 9616365
AU 200010121	A			G06F-017/60	Div ex application AU 9644569
AU 751245	B			G06F-017/60	Div ex application AU 9644569

CA 2204393 C E G06F-019/00 Previous Publ. patent AU 200010121
Based on patent WO 9616365

Abstract (Basic): WO 9616365 A

The method involves pre determining features of product to be produced or service to be performed. A unique prime data identifier is **assigned** to the product or service. An order is entered for the product or service only if it is doable. The **order** entry is stored as **data** in unalterable and retrievable form in an archival portion of a memory.

Time and resource allocation programm are provided. The prime data identifier are retrieved from the archival memory by the allocation program. The allocation programs interrogates the archival memory for updated prime data identifier of interest to relevant task. The allocation program initiates the tasks **assigned** to its operational function upon identifying a next preceding updated prime data identifier in the archival memory to provide non-iterative task completion without central monitoring

ADVANTAGE - Provides management system which result in more efficient and cost effective physical operations in near real-time. has rule-based learning function to efficiently allocate resources to resolve conflicts in competition for limited resources.

Dwg.3a/6

Title Terms: REAL; TIME; **SCHEDULE** ; COMPUTER; METHOD; PRODUCT; SERVICE; ALLOCATE; PROGRAM; INITIATE; TASK; **ASSIGN** ; OPERATE; FUNCTION; IDENTIFY; PRECEDE; UPDATE; PRIME; DATA; IDENTIFY; NON; ITERATIVE; TASK; COMPLETE; CENTRAL; MONITOR

Derwent Class: T01

International Patent Class (Main): G06F-000/00; **G06F-017/60** ; G06F-019/00

International Patent Class (Additional): **G06F-017/60**

File Segment: EPI

Set	Items	Description
S1	4511104	DELIVER? OR READY OR PICKUP OR PICK?()UP
S2	177082	S1(4N) (TIME OR DATE OR DURATION OR HOUR?? OR MINUTES)
S3	23144	S2(20N) (PURCHAS? OR BUYING OR BUY? ? OR SOLD OR SELL? ? OR SELLING OR SALE? ? OR ORDER?)
S4	44380	S2(20N) (CONSUMER? OR CUSTOMER? OR CLIENT? OR BUYER? OR PURCHASER? OR USER? OR SHOPPER? OR PERSON? ? OR INDIVIDUAL? OR RECIPIENT?)
S5	6419	S3(10N) (CONSUMER? OR CUSTOMER? OR CLIENT? OR BUYER? OR PURCHASER? OR USER? OR SHOPPER? OR PERSON? ? OR INDIVIDUAL? OR RECIPIENT?)
S6	6316	S4(10N) (PURCHAS? OR BUYING OR BUY? ? OR SOLD OR SELL? ? OR SELLING OR SALE? ? OR ORDER?)
S7	7604	S5 OR S6
S8	2756	S7(15N) (COMPUTER? OR AUTOMAT? OR ELECTRONIC? OR NETWORK? - OR ONLINE OR ON()LINE OR WEB? OR INTERNET? OR WWW)
S9	679	S8(15N) (PROGRESS? OR STAGE? ? OR STATUS OR FULFILL? OR PROCESS?)
S10	104	S8(20N) (ASSIGN? OR DELEGAT? OR SCHEDUL?)
S11	313	S8(20N) (ACTION? ? OR STEP? ? OR IMPROV? OR CORRECT? OR CHANGING???)
S12	175	S9(S) (ACTION? ? OR STEP? ? OR IMPROV? OR CORRECT? OR CHANGING?? OR ASSIGN OR DELEGAT? OR SCHEDUL?)
S13	156	(S10 OR S11) (20N) (GOODS OR PACKAGE? OR ITEM? ? OR EQUIPMENT OR PRODUCT? ?)
S14	290	S12 OR S13
S15	206	S14 NOT PY>2001
S16	203	S15 NOT PD=20011016:20040415
S17	134	RD (unique items)

? show file

File 20:Dialog Global Reporter 1997-2004/Apr 15
(c) 2004 The Dialog Corp.

File 476:Financial Times Fulltext 1982-2004/Apr 15
(c) 2004 Financial Times Ltd

File 610:Business Wire 1999-2004/Apr 15
(c) 2004 Business Wire.

File 613:PR Newswire 1999-2004/Apr 15
(c) 2004 PR Newswire Association Inc

File 624:McGraw-Hill Publications 1985-2004/Apr 14
(c) 2004 McGraw-Hill Co. Inc

File 634:San Jose Mercury Jun 1985-2004/Apr 14
(c) 2004 San Jose Mercury News

File 810:Business Wire 1986-1999/Feb 28
(c) 1999 Business Wire

File 813:PR Newswire 1987-1999/Apr 30
(c) 1999 PR Newswire Association Inc

17/3,K/1 (Item 1 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

19082241 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Connexive Enterprise 4.0 Now Shipping
PR NEWSWIRE
October 01, 2001
JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 416

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... programming and configuration work that is required with other approaches, and enables very rapid solution **delivery**. -- Real- time **Process** Monitors FSE includes business-level monitors that track the **progress** of trading/settlement activity. Exception transactions, such as unmatched **orders**, are **automatically** detected and highlighted with color-coded displays. **Users** can resolve problem transactions and still meet the demanding deadlines of T+1 and STP...

17/3,K/2 (Item 2 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

19081750 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Centergistic Teams With RightNow Technologies to Provide Up to the Minute Performance Statistics to Increase Contact Center Productivity
PR NEWSWIRE
October 01, 2001
JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 566

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... via self-service, empowering customers to find their own answers. RightNow eService Center is a **Web**-based, scalable solution that responds instantly to **changes** in **customer** demand, such as seasonal spikes, **product** introductions, recalls, **sales** promotions -- anything that shifts a company's service capacity requirements.

AgentView integrates with RightNow eService Center to **deliver** intelligent, real **time** data on productivity throughout the **Web**-enabled **customer** service center. Combining AgentView with RightNow provides up to the minute information on critical statistics...

17/3,K/3 (Item 3 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

19049400 (USE FORMAT 7 OR 9 FOR FULLTEXT)
E-business Leaders Reveal Productivity Strategies
PR NEWSWIRE
September 28, 2001
JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 374

... ROI, retain customers and optimize sales channels. The integration of web-based tools and traditional **processes** yield successes such as: *

One manufacturer's online service offerings generated a 20 percent productivity...

... a 40 percent improvement for customers' self-service inquiries. * Another benchmarked industry leader used e- **sales** to increase on- **time deliveries** by 50 percent and decrease **sales** call volume by 20 percent. * One global technology company recently began to use online **ordering**, which decreased its **sales** volume by 20 percent, increased on- **time deliveries** by 50 percent, and significantly decreased errors related to in- **person orders**.

17/3,K/4 (Item 4 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

18073688 (USE FORMAT 7 OR 9 FOR FULLTEXT)
TradeMC and Bruckner Supply Team to Offer Comprehensive Capital Goods And MRO Procurement Solutions
PR NEWSWIRE
July 30, 2001
JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 978

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... systems and supplier relationships reduce the cost of procurement administration, reduce the cost of capital **goods** and MRO goods and services, and shorten **delivery schedules**. At the same **time**, TradeMC's solutions secure compliance with the **customer**'s business rules so as to eliminate maverick **buying**."

TradeMC operates an **Internet**-accessible procurement system based on the Atlas Commerce Metaprise platform. TradeMC's customers can **process** requests for information (RFIs), requests for quotation (RFQs) and purchase orders, conduct auctions, exchange design...

17/3,K/5 (Item 5 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
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17943425 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Better service pledge for EPF PC scheme
Aimie Pardas
NEW STRAITS TIMES (MALAYSIA)
July 23, 2001
JOURNAL CODE: FNST LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 596

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... to set up an online system which will enable participating vendors to check on the **status** of the orders.

According to him, the system will enable EPF members who **order** through Odasaja to check their **orders online**, to double check their application, or find out when the expected **delivery date** is.

An initial **user** identification and password will be provided to customers to facilitate the **process**.

"When we go "live" (with this system), customers will be able to check their own...

17/3,K/6 (Item 6 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
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17940516 (USE FORMAT 7 OR 9 FOR FULLTEXT)
LG Electronics U.S.A. Deploys the webMethods Integration Platform To Streamline Trading Partner Relationships Throughout its Global Supply Chain
PR NEWSWIRE
July 23, 2001
JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 876

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... officer of LG Electronics, U.S.A. Inc. "By leveraging the webMethods integration platform, LG **Electronics** has greatly **improved** visibility into the **delivery** chain. To **date**, we have significantly decreased the response time required to **fulfill orders** and invoice **customers** as well as **improving** inventory accuracy."

Working with KPMG Consulting, LG **Electronics** U.S.A. Inc. implemented the webMethods integration platform and RosettaNet standards to automate critical...

17/3,K/7 (Item 7 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
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17702733 (USE FORMAT 7 OR 9 FOR FULLTEXT)
New Software From Sameday Technologies Improves Return On Inventory Investment
BUSINESS WIRE
July 10, 2001
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 679

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... Sameday provides Syntempo Supply Chain Event Management software to manufacturers, retailers and logistics providers.

Syntempo **improves** inventory utilization and **order** fill rates by enabling **customers** to optimize **product** sourcing, manage transactions, monitor execution and resolve exceptions in real **time**. **Web**-based and **delivered** as a hosted solution, Syntempo rapidly integrates with existing **order** and inventory systems and quickly and efficiently incorporates new **customers**, facilities, suppliers and logistics providers. Syntempo is used by Fortune 500 companies in the aerospace, high-tech, telecommunications, consumer **goods**, retail and logistics industries.

CONTACT: Sameday Technologies Erin Mills, 626/435-8228
erin.mills@sameday...

17/3,K/8 (Item 8 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
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17438044 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Gearworks Releases etrace 2.0, a Powerful Mobile Communications and Work Management Platform for Transportation and Field Service Industries

PR NEWSWIRE

June 26, 2001

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 696

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... 2.0 features include: Real-time data for arrival, pick-up and drop-off of **goods** and completion of services Signature capture for proof of delivery Customized and **automated** messaging between dispatchers and contractor/drivers **User** -defined etrace SmartForms(TM) **Web** -based dispatcher interface for managing the fleet -- setting up new stops and work **orders / deliveries**, real-time tracking and status updates **Web** -based, real-time map views of entire vehicle fleet for dispatcher GPS-based driving directions

etrace **improves** communications and workflow between field workers and the home office -- resulting in a better utilization...

17/3,K/9 (Item 9 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

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17431153 (USE FORMAT 7 OR 9 FOR FULLTEXT)

MandrakeSoft: MandrakeSoft and AYTEK team up to offer powerful and comprehensive Linux business solutions to enterprise users

M2 PRESSWIRE

June 26, 2001

JOURNAL CODE: WMPR LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1408

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... the job is done 'on time and within budget' - Service time can be offered and **scheduled** in real time (linked to communications manager) - Evaluate employee productivity and salary reviews - Employee task manager included

Internet Trade Manager - Track company sales and stock - Allow **clients** different discounts on different products lines - Allow in house **sales** teams to follow up on marketing drives and complete **orders** in real time - Track and monitor all **deliveries** and receipts of goods - Link to CRM for a complete **customer** tracking system - Showcase products to **clients** and take **orders** remotely - Coupled with the knowledge manager - instant access to contracts etc made available for **online** signing or hard copy - Trade on-line (if required) - immediately
MandrakeSoft will be presenting their...

17/3,K/10 (Item 10 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

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17325887 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Live MSI Technology Broadcast To Feature SAQQARA Systems, Lincoln Electric, & Gartner Discussion ``Enabling Supplier Catalog Content for Effective e-Commerce``

BUSINESS WIRE

June 20, 2001

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 317

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... acquires information from many sources, making it all part of a catalog repository used for **product** selection, guided selling scenarios that assist customers, and custom views of **product** information. Panelists will discuss how **electronic** catalog content management can help businesses **deliver** accurate, complete, up-to-date **product** information to **improve** **customer** satisfaction; brand and differentiate through e-commerce channels; and expand **customer** reach, increase **sales** and lower costs.

To find out more about this and other SAQQARA **Web** seminars, please visit: <http://www.saqqara.com/webcastsaq>.

About SAQQARA

SAQQARA is the leading provider of end-to-end **product** content software and services for business-to-business (B2B) e-commerce. With the SAQQARA family...

17/3,K/11 (Item 11 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
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17309285 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Ryder Acquires Fulfillment Operations of Sameday.com

BUSINESS WIRE

June 19, 2001

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 895

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... Sameday provides Syntempo Supply Chain Event Management software to manufacturers, retailers and logistics providers.

Syntempo **improves** inventory utilization and **order** fill rates by enabling **customers** to optimize **product** sourcing, manage transactions, monitor execution and resolve exceptions in real **time**. **Web**-based and **delivered** as a hosted solution, Syntempo rapidly integrates with existing **order** and inventory systems and quickly and efficiently incorporates new **customers**, facilities, suppliers and logistics providers. Syntempo is used by Fortune 500 companies in the aerospace, high-tech, telecommunications, consumer **goods**, retail and logistics industries.

About Ryder

Ryder provides a continuum of leading-edge logistics, supply...

17/3,K/12 (Item 12 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
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16789432 (USE FORMAT 7 OR 9 FOR FULLTEXT)

ZiLOG Selects FedEx For Global Delivery Alliance; Says FedEx International Priority Direct Distribution System Tightens Supply Chain, Improves Customer Service, Saves Money

BUSINESS WIRE

May 21, 2001

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 610

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... are able to offset incremental costs associated with providing door-to-door service to our **customers** through cost savings and have the money-back guarantee of on- **time delivery** and performance."

The FedEx IPD system helps **customers** accelerate and **automate** the **order - fulfillment** portion of their supply chains, using the state-of-the-art FedEx transportation and technology...

17/3,K/13 (Item 13 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

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16429199 (USE FORMAT 7 OR 9 FOR FULLTEXT)

MAPICS Reports Second Fiscal Quarter Earnings of \$0.07 Per Share Before Goodwill Amortization; Expects To Achieve Significant Full Year Earnings Gain

BUSINESS WIRE

April 30, 2001

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1236

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... latest Internet-based tool that guides customers through a series of selections to configure a **product** for their particular needs and enables the automation of numerous sales-related activities. Commerce, an **Internet** storefront solution, integrates with MAPICS' planning and **scheduling** offering to enable **customers** to reserve plant capacity to guarantee on- **time delivery** of their **orders**. These and other MAPICS offerings are part of our overall solution that manufacturers can use...

17/3,K/14 (Item 14 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

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16333433 (USE FORMAT 7 OR 9 FOR FULLTEXT)

TCSI Introduces Catalant Service Fulfillment Suite To Asia Pacific Market at PT SUPERCOMM Asia

BUSINESS WIRE

April 24, 2001

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 868

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... region's ambitious communications goals."

About Catalant Service Fulfillment Suite

Catalant SFS is an integrated, **customer** -centric **network** management system that allows service providers to produce real- **time**, single-click service **delivery**, including **order** management, service **scheduling**, and service provisioning. As a high-end complement to the existing Catalant **product** family, Catalant SFS is designed for service providers who need to automate complicated service and...

17/3,K/15 (Item 15 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
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15913329 (USE FORMAT 7 OR 9 FOR FULLTEXT)
TCSI Launches Catalant Service Fulfillment Suite

CCN DISCLOSURE

March 31, 2001

JOURNAL CODE: WCCN LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 774

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... the same time reduce manual data entry workloads and internal operating costs."

About Catalant Service Fulfillment Suite

Catalant SFS is an integrated, **customer**-centric **network** management system that allows service providers to produce real- **time** , single-click service **delivery** , including **order** management, service **scheduling** , and service provisioning. The easy-to-use, **online** environment increases the efficiency of service providers' existing networks by enabling the creation of automatic service orders and **schedules** based on customers' requests. Enhanced services can be deployed with such features as the Customer...

17/3,K/16 (Item 16 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

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15528549 (USE FORMAT 7 OR 9 FOR FULLTEXT)

E-VISION: Thailand might like 'clicks and mortar'; Combination suited to local needs

BANGKOK POST, p2

March 09, 2001

JOURNAL CODE: FBKP LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 655

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... on both sides as the customer has to re-visit the shop. Satisfaction could be **improved** if the **customer** could **order** the part **online** and arrange a **pick - up** time .

Second, **online** **buyers** are wary of the quality of goods **purchased** from merchants unknown to them, especially goods which require aftersales service such as computers or **electronic** appliances.

The clicks and mortar shops can convince the buyers of the legitimacy of the...

17/3,K/17 (Item 17 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

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15137792 (USE FORMAT 7 OR 9 FOR FULLTEXT)

IFS to Showcase Enhanced Advanced Planning and Scheduling Software at APS Symposium 2001

BUSINESS WIRE

February 13, 2001

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 663

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... the company's advanced component technology offers:
-- Dynamic Order Processing (DOP), a Seiban-style manufacturing **process** that coordinates internal supply chains and **schedules** .
DOP **scheduling** is made easy through **web** -based portlets that link with IFS/Constraint-based **Scheduling** .
-- Promise **Orders** for **improved** on- **time** **delivery** performance.
Promise **Order** functionality **improves** on capable-to-promise methods in that it holds capacity and inventory until the **customer** request either expires or becomes an actual **order** .
-- Improved visibility and forecasting within Demand Planning via multiple forecasting models, including a "Best Fit..."

17/3,K/18 (Item 18 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

15122532 (USE FORMAT 7 OR 9 FOR FULLTEXT)
The transformation of procurement
Peter J Webb
BUSINESS TIMES (MALAYSIA)
February 13, 2001
JOURNAL CODE: FBTM LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 1469

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... The buyer can track the order status if required and is automatically updated with any **changes** to shipping information leading to a new

17/3,K/19 (Item 19 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

15039456 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Weirton Steel Improves Online Customer Service
PR NEWSWIRE
January 23, 2001
JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 438

(USE FORMAT 7 OR 9 FOR FULLTEXT)

The enhanced site will roll out Jan. 29.
With a few key strokes, **customers** can view a complete status of their **orders** , including material that is in-process and the proposed packaging date for each coil. Also, **customers** can view **ready** material, including its **packaged date** and heat analysis. The **customer** also can learn the shipping date, time and carrier for **orders** already shipped and those being **scheduled** to ship.

Also through this enhanced **online** screen, customers can view Weirton's current **product** lead time. If a customer has a question related to an order, a display menu...

17/3,K/20 (Item 20 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
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14321251 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Microsolve Computer Capital Inc. - Alliance with Leading US Loan Decision Company

BUSINESS WIRE

December 19, 2000

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 430

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... processors through a central connection. The result is more efficient, lower-cost loan processing and **improved** customer service for the financial institution. Using the application service provider (ASP) model, ProLender is...

17/3,K/21 (Item 21 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
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14201611 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Sundance Catalog Company Strengthens Fulfillment Network With CommercialWare's New E-commerce Solution

BUSINESS WIRE

December 12, 2000

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 516

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... IT Manager at Sundance Catalog Company. "collaborate.dot.commerce will enable us to develop a **fulfillment network** with our suppliers that will allow us to view the **status** of an **order**, easily make **changes** and ensure on- **time delivery** to provide a higher level of **customer** service -- even when the **order** is **fulfilled** by a partner."

"The **Internet** is opening new doors for retailers and this is only the beginning. Collaboration within the...

17/3,K/22 (Item 22 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
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13776933 (USE FORMAT 7 OR 9 FOR FULLTEXT)

HighJump Software and Tompkins Associates Join Forces

PR NEWSWIRE

November 14, 2000

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 815

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... integrates with leading e-commerce storefronts to ensure speed and accuracy in picking, packing, and **delivery**. It provides real- **time** visibility of inventory and **order status** for the end **customer** and managers alike, **automates** the **fulfillment process** to maximize efficiencies and productivity, easily and rapidly configures to a company's

unique fulfillment...

17/3,K/23 (Item 23 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
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13764907 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Consumers Flock to Online Retailers to Beat Rush of Holiday Season
KRTBN KNIGHT-RIDDER TRIBUNE BUSINESS NEWS (ATLANTA JOURNAL AND
CONSTITUTION - GEORGIA)
November 13, 2000
JOURNAL CODE: KAJC LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 1460

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... Duckhead, Ballard Design Group and Sports Authority. The software enables traditional retailers to track their **online sales** to make sure they are **correctly packaged** and **delivered on time**.

"We've been helping our **customers** make the transition into multichannel distribution," says Alan Dabbieri, president and chief executive officer, referring...

17/3,K/24 (Item 24 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

13680620 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Gomez Identifies Winning E-tailing Strategies for 2000 Holiday Shopping Season
BUSINESS WIRE
November 08, 2000
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 641

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... on a growing market opportunity, an opportunity Gomez estimates at \$11.4 billion in 2000 **online** holiday retail **sales**.

The study reveals that e-tailers are investing in **customer service**, **fulfillment**, and on- **time delivery** in order to improve the quality of their **Internet** services this holiday period. **Customer** service is the top priority, as 88 percent of retailers state that they are **improving** this critical aspect of their online offering. Retailers are employing a variety of strategies to...

17/3,K/25 (Item 25 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

13576403 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Diamond Tree Technologies Selected by TTI Telecom For Robust Process Management Tool
PR NEWSWIRE
November 01, 2000
JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 664

...s NetCAP is used by First Tier telecommunications network providers to manage and control infrastructure **changes** due to service provisioning and **network** growth. Diamonds' collaborative top-down tree structure will model **customers** ' business **processes** and manage hundreds of work **orders** and service/maintenance **processes** . By integrating Diamonds into NetCAP, TTI Telecom expects to reduce **delivery time** of **network** infrastructure products and enhance **customer** service provisioning.

17/3,K/26 (Item 26 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

13488091 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Web Fulfilment: Distribution model must change with the times, industry leader claims; Fulfilment expert calls for a change in practice by the distribution industry if it is to meet the demands of the Internet marketplace

M2 PRESSWIRE

October 26, 2000

JOURNAL CODE: WMPR LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 747

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... Web purchasers need to be able to see exactly what is happening during the order **process** ," comments Davie. "This is why a combined **online** tracking and stock management system is so important. It enables the **customer** to see the stock availability and to be told the **delivery date** before **ordering** , and after **ordering** to be able to track their **purchase** up to the moment it arrives at its designated destination."

A further **change** that Davie predicts will have to be made is the way that couriers deliver the **goods** that have been ordered online. In particular he highlights the inconvenience of traditional 9:00am...

17/3,K/27 (Item 27 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

13424252 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Airline firm has HK\$2-B allocation for e-business

BUSINESSWORLD (PHILIPPINES), p28

October 23, 2000

JOURNAL CODE: FBWP LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 608

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... Website for travel agents in key Asian markets giving exclusive access to Cathay Pacific's **products** and fares information. The airline is also helping launch the Travel Exchange Asia portal offering **online** ticket **sales** to travel agents and **customers** .

Cargo projects include a new cargo website < www.cathaypacificcargo.com>, which gives cargo shippers access to real- time information about cargo **deliveries** and **online** customs information. The site also has an **improved online** cargo tracking service and will soon have an online cargo-booking feature.

Also, the firm...

17/3,K/28 (Item 28 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

13363823 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Fourth Shift Announces the Release of 'Your Customer Center'
PR NEWSWIRE
October 18, 2000
JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 776

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... carts." When customers return to the website to place another order, they can access the **items** directly without having to search for them again in the catalog by selecting saved carts.

Because Your Customer Center is integrated with the manufacturer's back-office **fulfillment** system, it provides real- **time** **delivery** commitments based on current production schedules and demands.

Online Order Status and Account Information Improves **Customer Service** and **Customer Satisfaction**

Customers and customer service representatives can go **online** anytime and get real-time order **status** information. They can view invoices, see when a payment was received, and whether an order...

17/3,K/29 (Item 29 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

13282812 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Urbanfetch pulls out of Britain
JOHN CASSY
GUARDIAN
October 13, 2000
JOURNAL CODE: FGDN LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 309

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... We would not rule out the possibility of re-entering the B2C market if conditions **change**."

Urbanfetch offers a range of foods, videos and **consumer electronic goods**, claiming 99% are **delivered** within an **hour** of being **ordered**.

Analysts have long questioned how the service would make money while heavy overheads included a...

17/3,K/30 (Item 30 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

13280093 (USE FORMAT 7 OR 9 FOR FULLTEXT)
ABB Vetco Gray Selects SynQuest E-Business Software for Worldwide Implementation
BUSINESS WIRE
October 13, 2000
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 721

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... continuous, closed-loop feedback between planning and execution, allowing ABB Vetco Gray to manage every **customer order** to ensure fast, reliable **fulfillment**. The software optimizes the manufacturer's production **schedules** on cost, on- **time delivery** and total **order cycle time** and manages all resources necessary for production.

The SynQuest e-business software will allow ABB Vetco Gray's Houston-based **sales** and project departments to use the **Internet** to access order **status** across multiple facilities worldwide. SynQuest software will be integrated with the ABB Vetco Gray Simon...

... forecasts as well as to provide direct input over the Internet into the planning and **scheduling** system about any **changes** in deliveries. This will allow the ABB Vetco Gray planners to see the immediate impact these **changes** will have on production and customer orders at any of its worldwide facilities.

About ABB...

17/3,K/31 (Item 31 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
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13237443 (USE FORMAT 7 OR 9 FOR FULLTEXT)

OCTOBER 9, 2000 - 07:26 EDT

CCN DISCLOSURE

October 11, 2000

JOURNAL CODE: WCCN LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 856

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... B2C) edition of Bluestone's comprehensive, J2EE- and XML-based Total-e-Business platform, to **automate** the ordering process with its distributors and **customers** by receiving, processing and fulfilling **orders** over the **Internet**. The Bluestone-based, on-demand, e-commerce **ordering** and fulfillment system will speed **delivery time**, streamline inventory tracking, and improve **customer** service, while reducing administrative costs associated with manual **order processing**.

Total-e-B2C is also enabling rapid development and deployment of KOCH's **electronic** storefront, while allowing the company to integrate its Web storefront with its back-office **fulfillment**, distribution, and inventory systems. By leveraging pre-built e-commerce software components, such as user...

17/3,K/32 (Item 32 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
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13203259 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Bluestone Software Provides B2B and B2C Platform to Food Manufacturer Supplier; Bluestone's Total-e-Business Platform to Power New E-commerce Web site for KOCH Supplies

BUSINESS WIRE

October 09, 2000

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 853

... B2C) edition of Bluestone's comprehensive, J2EE- and XML-based Total-e-Business platform, to **automate** the ordering process with its distributors and **customers** by receiving, processing and fulfilling **orders** over the Internet. The Bluestone-based, on-demand, e-commerce **ordering** and fulfillment system will speed **delivery time**, streamline inventory tracking, and improve **customer** service, while reducing administrative costs associated with manual **order processing**.

17/3,K/33 (Item 33 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
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13120758 (USE FORMAT 7 OR 9 FOR FULLTEXT)

DigitalShipper Enterprise Streamlines SanDisk's Domestic and International Shipping

PR NEWSWIRE

October 03, 2000

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 901

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... The system provides comparisons for overseas shipping rates and produces all required paperwork to ship **packages** internationally, thereby cutting costs while **improving time -to- delivery**.

DigitalShipper Enterprise, powered by Kewill systems, is a complete, **automated** shipping solution that enhances **customer** service by providing e-mail notifications when **orders** are shipped, **status** for existing orders, and real time tracking of **packages** shipped. The solution also allows vendors to track, audit and produce reports providing valuable information...

17/3,K/34 (Item 34 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

13033331 (USE FORMAT 7 OR 9 FOR FULLTEXT)

CASE STUDY: Papirius running for offices

Chris Johnstone

PRAGUE TRIBUNE

September 27, 2000

JOURNAL CODE: WPTE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1314

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... over companies such as IKEA, said Slezakova. Papirius reckons office furniture is a logical next **step** for expanding their range of **products**, with the pre-launch market showing strong potential demand.

Benchmark

- Easy **ordering** from a catalogue by phone, fax or **internet**.
- **Delivery** within 24- **hours** throughout the Czech Republic.
- Seven-day money back guarantee if **customers** aren't satisfied with the **product**.
- A strong, yet pragmatic, corporate culture keen to take up new initiatives.

- Profits immediately reinvested...

17/3,K/35 (Item 35 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
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12854568 (USE FORMAT 7 OR 9 FOR FULLTEXT)
**Oshkosh Truck Revolutionizes Defense Supply Management System; Oshkosh
Truck Develops E-Business Aftermarket Parts Solution for U.S. Marine
Corps**
BUSINESS WIRE
September 15, 2000
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 424

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... Truck supply system, which routes the request to the closest parts
and service location, decreasing **delivery time**. In addition, the
customer is able to obtain real-time information on **order status** and
delivery date from a secured **web** site.

The goal of the CLS program is to reduce the MTRV's life cycle...

17/3,K/36 (Item 36 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

12811698 (USE FORMAT 7 OR 9 FOR FULLTEXT)
CYBERSHOPS 'NEED SOLID BUSINESS PLAN'
SAPA (SOUTH AFRICAN PRESS ASSOCIATION)
September 13, 2000
JOURNAL CODE: WSAP LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 736

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... is partial or no fulfilment, a company could end up going to the
wall rapidly. On - line **customers** traditionally want immediate
gratification.

"If they **order** something they expect it to be **delivered on time**,
in good **order** - and they expect it to be the **correct item**.

"Many companies are falling down in terms of fulfilment and they are
killing their chances...

17/3,K/37 (Item 37 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

12803480 (USE FORMAT 7 OR 9 FOR FULLTEXT)
**SOFTLAB: Softlab partners with Genesys to provide complete contact centre
solutions**
M2 PRESSWIRE
September 12, 2000
JOURNAL CODE: WMPR LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 1166

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... to respond to the query efficiently. For example, a call requesting the whereabouts of an **order** can be answered with an immediate response stating its expected **delivery time**. A follow-up call is **automatically scheduled** and placed by the original agent to confirm the **customer's** receipt of the shipment and satisfaction with the **product**. Details of each call are **automatically** added to the customer's records.

Alan Barr, Managing Director of Genesys UK and Ireland...

17/3,K/38 (Item 38 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
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12764096 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Leading Woodwork Manufacturer Selects Bluestone Software's B2C Platform; Bluestone's Total-e-Business™ to Power New B2C Online Ordering System within 90 Days

BUSINESS WIRE

September 11, 2000

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1127

... processing and fulfilling orders over the Internet. States Industries sells made-to-order hardwood panel **products** directly to about 350 distributors and original equipment manufacturers (OEMs), which will now be able to place **orders** and check **order status online**. The Bluestone-based, on-demand, **ordering** system will speed **delivery time** and **improve customer** service, resulting in a significant competitive advantage for States Industries.

17/3,K/39 (Item 39 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

12707959 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Manhattan Projects Supercharges Automotive Service By Launching RepairTalk 2.5(TM) with RepairWeb(TM)

PR NEWSWIRE

September 06, 2000

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 582

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... used by dealerships across North America. RepairTalk 2.5 effortlessly cuts telephone hold time, letting **customers** quickly learn the status and the costs of their repair **order** via a simple telephone menu. Once repairs are completed, **customers** can easily schedule a **pick-up time** for their car using their telephone keypad. **Customers** can also use the power of the Internet to get information on their repair or schedule a **pick-up time**, by using their PC to access the dealer's RepairWeb module.

RepairTalk 2.5 also lets **customers** directly connect to the service manager or the **sales** or parts department. If the customer chooses to speak with a service writer, the 'screen...

17/3,K/40 (Item 40 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
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12575321 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Fasturn Adds Leading International Apparel Agents to its Global Network

PR NEWSWIRE

August 28, 2000

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 716

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... agent relationships allow buyers using Fasturn to expand their sourcing opportunities, and our technology allows **buyers** to keep an eye on their **order** throughout the supply chain, ultimately **improving** their business processes which saves **time** and **delivers** higher margins."

Fasturn's global agents continually expand the company's current **network** of 2,500 member factories worldwide and are also responsible for the ongoing monitoring of **product** quality and factory operations, negotiating price and dealing with critical local export issues.

A leading...

17/3,K/41 (Item 41 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

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12494129 (USE FORMAT 7 OR 9 FOR FULLTEXT)

FAO Schwarz Relaunches FAO.com to Bring "E-Magic" Buying Experience to Online Shopping Community

BUSINESS WIRE

August 21, 2000

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1105

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... site now offers "persistent shopping." With it, customers can now select from an array of **items**, add them to their "shopping bag," and if in a hurry, come back at a later **date** to **pick up** where they left off, finish the checkout process and complete their **purchase**. And, once an **order** is placed, a unique **order** number is **assigned** to enable **customers** to track their shipments **online**.

Just For Fun

A place for the kids in all of us, the revamped FAO...

17/3,K/42 (Item 42 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

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12350055 (USE FORMAT 7 OR 9 FOR FULLTEXT)

MICROSOFT: MSN CarPoint launches consumer market intelligence service to help auto dealers and manufacturers build the cars consumers want; CarPoint data provides auto industry with consumer buying habits and preferences to facilitate automotive supply chain

M2 PRESSWIRE

July 25, 2000

JOURNAL CODE: WMPR LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 712

(USE FORMAT 7 OR 9 FOR FULLTEXT)

This service represents the first phase in **steps** CarPoint is taking to **deliver** real- **time** **consumer** data to manufacturers and dealers from the largest pool of car **buyers** **online** . Future phases will include not only analysis of consumer **buying** preferences, but also data on **changing** consumer needs, new **product** feedback, and the ability to measure the effectiveness of marketing promotions in real time.

According...

17/3,K/43 (Item 43 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
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12068443 (USE FORMAT 7 OR 9 FOR FULLTEXT)

MSN CarPoint Launches Consumer Market Intelligence Service to Help Auto Dealers and Manufacturers Build the Cars Consumers Want

PR NEWSWIRE

July 24, 2000

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 787

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... can be accessed, analyzed and applied by auto manufacturers and suppliers to help guide their **product** design, production planning and marketing efforts.

This service represents the first phase in **steps** CarPoint is taking to **deliver** real- **time** **consumer** data to manufacturers and dealers from the largest pool of car **buyers** **online** . Future phases will include not only analysis of consumer **buying** preferences, but also data on **changing** consumer needs, new **product** feedback, and the ability to measure the effectiveness of marketing promotions in real time. According...

17/3,K/44 (Item 44 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
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12047230 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Getting Automotive and Trucks Parts Just Got Faster; AUTOVIA Enhances Internet Service -- Auto Shops to Eliminate Costly Delays That Cut into Profits

BUSINESS WIRE

July 21, 2000

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 710

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... vehicle they are working on. Then they choose the parts they need. The AUTOVIA service **automatically** displays each local vendor's stock information on the desired parts. The **customers** then select the parts he wants and AUTOVIA **processes** the **order** instantly.

AUTOVIA also reduces the time it takes for repair shops to place an **order** by 70 percent and **improves** **delivery** **time** by as much as 20 minutes. These two important factors can eliminate delays in the **ordering** **process** that cut into a repair shop's profits.

"Seeing all of my distributors and their...

17/3,K/45 (Item 45 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

12024541 (USE FORMAT 7 OR 9 FOR FULLTEXT)
How e works for your business
NEW STRAITS TIMES (MALAYSIA)
July 20, 2000
JOURNAL CODE: FNST LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 1842

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... savings and efficiency for them, and a wider array of services.
Premier Pages also help **improve** the **customer** experience by tying
orders directly into our manufacturing **process** and reducing the lead
time for **delivering** systems.

We're now developing a new capability to link directly with **customers**
' existing procurement systems. This is what we call direct commerce
integration. It's easily done **online** by linking our internal Dell systems
with your applications in a secure fashion.

We've...

17/3,K/46 (Item 46 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
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11921470 (USE FORMAT 7 OR 9 FOR FULLTEXT)
JULY 11, 2000
CCN DISCLOSURE
July 13, 2000
JOURNAL CODE: WCCN LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 764

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... and consumer direct combines mobile applications, wireless
technology, street-level route optimization, supplier visibility,
innovative **Web** -Based **customer** self- **scheduling** and **customer**
relationship management programs. The VersaROUTE solution enables real-
time information exchange for monitoring **delivery** activities, including
driver performance, **package** tracking, payments, mileage and **customer**
signatures. Together, the Descartes-Versatile solution enables companies to
manage their **delivery** operations in real **time** , from the point of **order**
all the way to the **customer** 's doorstep.

About H-E-B

H-E-B has established itself as one of...

17/3,K/47 (Item 47 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
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11921110 (USE FORMAT 7 OR 9 FOR FULLTEXT)
JULY 6, 2000
CCN DISCLOSURE

July 13, 2000

JOURNAL CODE: WCCN LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 660

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... and consumer direct combines mobile applications, wireless technology, street-level route optimization, supplier visibility, innovative **Web** -based **customer** self- **scheduling** and **customer** relationship management programs. The VersaROUTE solution enables real-**time** information exchange for monitoring **delivery** activities, including driver performance, **package** tracking, payments, mileage and **customer** signatures. Together, the Descartes-Versatile solution enables companies to manage their **delivery** operations in real **time** , from the point of **order** all the way to the **customer** 's doorstep.

"We are bringing to market with Descartes a truly end-to-end home...

17/3,K/48 (Item 48 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
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11884554 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Descartes-Versatile Solution For Home Delivery And Consumer Direct Gains
Rapid Adoption By Internet Grocers**

BUSINESS WIRE

July 11, 2000

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 787

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... and consumer direct combines mobile applications, wireless technology, street-level route optimization, supplier visibility, innovative **Web** -Based **customer** self- **scheduling** and **customer** relationship management programs. The VersaROUTE solution enables real-**time** information exchange for monitoring **delivery** activities, including driver performance, **package** tracking, payments, mileage and **customer** signatures. Together, the Descartes-Versatile solution enables companies to manage their **delivery** operations in real **time** , from the point of **order** all the way to the **customer** 's doorstep.

About H-E-B

H-E-B has established itself as one of...

17/3,K/49 (Item 49 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
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11867579

dstore delivers focus on fulfilment

ABIX - AUSTRALASIAN BUSINESS INTELLIGENCE (AD NEWS) , p4

June 30, 2000

JOURNAL CODE: WADN LANGUAGE: English RECORD TYPE: ABSTRACT
WORD COUNT: 57

Electronic retailers operating in the Australian market are attempting to **improve** their transaction fulfilment capabilities. Dstore.com.au has joined companies such as shopfast.com.au, instituting fast, convenient **product** **delivery** and real- **time** **order** placement and tracking in

order to make its Web -based shopping services more appealing to consumers . The former company will achieve this through a recently-brokered partnership with Home-Delivery.

17/3,K/50 (Item 50 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
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11821242 (USE FORMAT 7 OR 9 FOR FULLTEXT)
(BW) International Sales Information Systems Inc.: Versatile And Descartes
Announce End-To-End Home Delivery And Consumer Direct Visibility And
Optimization Solution

BUSINESS WIRE

July 06, 2000

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 685

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... and consumer direct combines mobile applications, wireless technology, street-level route optimization, supplier visibility, innovative Web -based customer self- scheduling and customer relationship management programs. The VersaROUTE solution enables real-time information exchange for monitoring delivery activities, including driver performance, package tracking, payments, mileage and customer signatures. Together, the Descartes-Versatile solution enables companies to manage their delivery operations in real time , from the point of order all the way to the customer 's doorstep.

"We are bringing to market with Descartes a truly end-to-end home...

17/3,K/51 (Item 51 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
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11821232 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Descartes and Versatile Announce End-to-End Home Delivery and Consumer
Direct Visibility and Optimization Solution

BUSINESS WIRE

July 06, 2000

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 730

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... and consumer direct combines mobile applications, wireless technology, street-level route optimization, supplier visibility, innovative Web -based customer self- scheduling and customer relationship management programs. The VersaROUTE solution enables real-time information exchange for monitoring delivery activities, including driver performance, package tracking, payments, mileage and customer signatures. Together, the Descartes-Versatile solution enables companies to manage their delivery operations in real time , from the point of order all the way to the customer 's doorstep.

"We are bringing to market with Descartes a truly end-to-end home...

17/3,K/52 (Item 52 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter

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11680461 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Click To Market Raises \$2.4 Million in Series A Financing

BUSINESS WIRE

June 26, 2000

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 408

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... features that enable context-specific responses, real-time integration with other software solutions and immediate **actions** (phone, e-mail, fax, etc.) The solution enables **online** businesses to achieve explosive growth by increasing **sales** opportunities, **improving customer** loyalty, **delivering** quality service in **Internet time**, and achieving faster time-to-market for new **products** and services.

"We were able to raise more than we anticipated for this round which ...

17/3,K/53 (Item 53 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

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11535679 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Corporate Profile for Click To Market, dated June 16, 2000

BUSINESS WIRE

June 16, 2000

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 217

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... unique features that enable context-specific responses, real-time integration with other software, and immediate **actions** (phone, email, etc.). The solution enables **online** businesses to achieve explosive growth by increasing **sales** opportunities, **improving customer** loyalty, **delivering** quality service in **Internet time**, and achieving faster time to market for new **products** and services.

CONTACT: Click To Market

06:00 EDT JUNE 16, 2000

17/3,K/54 (Item 54 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

(c) 2004 The Dialog Corp. All rts. reserv.

11421447 (USE FORMAT 7 OR 9 FOR FULLTEXT)

CloseoutVideo.com Goes Live with mySAP.com(TM) Accelerated Internet Selling Solutions from Sigma

PR NEWSWIRE

June 08, 2000

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 540

...The CloseoutCompanies.com. As a result of a ten-week implementation of mySAP.com Accelerated **Internet Selling** solutions, CloseoutVideo.com will be able to quickly **buy** and **sell** over the **Internet** and properly track inventory at the **time** of goods receipts and **deliveries**.

Sigma delivered SAP Accelerated **Internet Selling** through mySAP.com for CloseoutVideo. CloseoutVideo.com's commitment to **customer** service required that the business solution seamlessly integrate the transactions that take place over the **Web** with the back-office. mySAP.com solutions will allow them to improve customer service by ensuring that orders placed over the Internet are processed "real-time" against available inventory **items** .

17/3,K/55 (Item 55 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
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11357926 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Datastream Enters Into Alliance to Provide NextJet(SM) Same-Day Delivery Technology to iProcure Customers
PR NEWSWIRE
June 05, 2000
JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 812

... couriers with commercial airline systems to provide e-commerce companies the fastest way to ship **products** to their customers. A 24-hour-a-day, seven-day-a-week service, NextJet will integrate at the iProcure(TM) **network** 's point-of- **purchase** , giving **customers** real- **time** **delivery** **scheduling** information and the option to receive their part or supply within hours of **purchase** .

17/3,K/56 (Item 56 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

11288102 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Rhythms NetConnections and NightFire Software Achieve 'Electronic Bonding' Breakthrough
BUSINESS WIRE
May 31, 2000
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 791

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... ILEC order time.
"We are pleased to have achieved this milestone in the provisioning of **customer orders** ," said Michael Lanier, Rhythms' CIO. "Rhythms extended its **automated order - processing** capability to the entire U.S. in record **time** , a major **step** toward **delivering** complete end-to-end **automation** .NightFire SupplierExpress is an important part of Rhythms' strategic next-generation OSS enhancements."
"Rhythms' achievement..."

17/3,K/57 (Item 57 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

11185917 (USE FORMAT 7 OR 9 FOR FULLTEXT)
ARC E-Business Forum - The Impact on Manufacturing & Logistics
BUSINESS WIRE

May 24, 2000

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 601

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... chain management model to "one of close supplier relationships, closely coordinated production scheduling, 'just-in-time' delivery, and electronic order processing."

Internet marketplaces grab attention because of the potential purchasing savings for buyers, according to Steve Banker, the Research Director for E-Chain Management at the ARC Advisory...

17/3,K/58 (Item 58 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

10993486 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Special Report: Don't get caught in the chinks of supply chains: As sophisticated electronic technology has increased consumer expectations, direct sellers are having to rethink their distribution offer and equally, logistics providers are having to step

Jan Capper reports

PRECISION MARKETING, p20

April 17, 2000

JOURNAL CODE: FPM LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 1478

... service proposition. According to Logistics Consulting Partners, a consultancy in supply chain management and solutions, consumers already expect to select goods, buy them and receive a committed delivery date online. Demand for timed delivery, online tracking and stock checking plus different delivery points all add to the pressure on logistics providers to step up their service.

17/3,K/59 (Item 59 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

10970957 (USE FORMAT 7 OR 9 FOR FULLTEXT)

PurchasePro.com Launches Fastest Marketplace Solutions in Industry; Suite Of New Products Gets E-Marketplaces Up And Running In 45 Days Or Less

BUSINESS WIRE

May 11, 2000

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 1082

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... easily and efficiently links distributors with a large number of their buyers. By incorporating preferred buyers into their private label e-marketplace, distributors can increase sales, improve customer service and reduce costs. The v-Distributor solution lets customers offer just-in-time delivery by integrating the supply chain from manufacturer directly to end-user customer, saving time and money. In addition, customers can automate the entire RFQ/PO process online, respond to changing markets in real time, instantly update their product mix, and change pricing or develop product discounts while eliminating

the cost of paper catalogs. E-marketplaces utilizing PurchasePro's v-Distributor...

17/3,K/60 (Item 60 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

10935727 (USE FORMAT 7 OR 9 FOR FULLTEXT)
TeleGea Unveils Breakthrough e-commerce Solutions for Web-enabled Telecom Services; New Product Offerings Leverage XML Technology to Bridge Gap Between Bricks and Mortar and Online World
BUSINESS WIRE
May 09, 2000
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 635

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... ability to establish new revenue opportunities by efficiently improving the delivery of telecommunications offerings to **online buyers**. Powered by XML, TeleGea can **automate** critical telecommunications business **processes**, such as procurement, real- **time** secure **delivery**, consolidated account management, real- **time** **customer** profiling and **sell** side/ **buy** side e-commerce. TeleGea has defined an XML schema to perform all of these features...

17/3,K/61 (Item 61 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

10631528 (USE FORMAT 7 OR 9 FOR FULLTEXT)
3Com Honors Winners of Fourth Annual Retail Network Innovation Awards; E-Commerce and Web Technologies Transform Business for Creative Retailers
BUSINESS WIRE
April 18, 2000
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 1272

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... installation options (such as removing an old appliance) and offer an extended warranty. The application **automatically** places the **order** into the appliance vendor's computer system and confirms the delivery reservation through the **Internet**. Store associates, appliance vendors and **delivery** agents have real- **time** access to the **order** feed and view. By bringing e-commerce **fulfillment** to retail appliance **sales**, The Home Depot offers greater convenience and more selection to **customers** while reducing its own inventory expenses and handling costs.

Internet -Based Store Management: The Home Depot, Inc. (Atlanta).
Manual reporting of store performance information is...

17/3,K/62 (Item 62 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

10627683 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Vitria Supports Siebel eBusiness 2000; Siebel Systems and Vitria Partner to Deliver eBusiness Solutions to Communications Industry Leaders Including NorthPoint Communications

BUSINESS WIRE

April 18, 2000

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 924

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... Network."

Communications Customer Success

NorthPoint Communications, a joint Vitria and Siebel Systems customer, provides broadband **Internet** access using DSL technology. Leveraging their combined eBusiness strengths, NorthPoint has been able to streamline **order fulfillment**, reduce **time** to complete service **delivery**, and **improve** its understanding and response to **customer** needs.

"The overwhelming demand for high-speed **Internet** access has made DSL services one of the fastest growing segments in the industry," said...

17/3,K/63 (Item 63 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

(c) 2004 The Dialog Corp. All rts. reserv.

10606941 (USE FORMAT 7 OR 9 FOR FULLTEXT)

MarketSoft Captures Local, National, and Industry Honors

PR NEWSWIRE

April 17, 2000

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 872

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... the company's flagship solution, eLeads(TM), and the recently introduced eOffers(TM). These two **products** form a synergistic suite that, for the first **time**, **delivers** The Marketing **Network** (TM), a coordinated business practice to accelerate **customers'** **buying** cycles. The eOffers offer management and optimization solution drives **Internet** demand by **improving** the timeliness and relevancy of offers and promotions delivered to customers. MarketSoft's eLeads next...

17/3,K/64 (Item 64 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

(c) 2004 The Dialog Corp. All rts. reserv.

10561918 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Looking ahead with SGI

Debbie Maria Leon

NEW STRAITS TIMES (MALAYSIA)

April 13, 2000

JOURNAL CODE: FNST LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 548

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... s worldwide channel vision which is "to build a global sales and marketing organisation and **processes** to enable scalable revenue growth through a **network** of value-added partners."

In **order** to achieve this and leverage on its partners' capabilities SGI is focusing on key areas such as **improving time** from **customer request to delivery** through its channel configuration, **improving the value proposition** of its partners via services, support and education and moving into new...

17/3,K/65 (Item 65 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
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09983266 (USE FORMAT 7 OR 9 FOR FULLTEXT)
supplier to Intelisys' purchasing communities.
BUSINESS WIRE
March 09, 2000
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 282

After 30 years manufacturing traditional retail apparel, B-Sting **changed** its focus to sell to the corporate promotional market in 1999. That move, to **sell** high-quality commodity **items** at competitive prices (frequently **delivered** within 48 **hours**), has been answered with a 70 percent reorder rate from B-Sting's corporate **customers** .

Also in 1999, the company launched an **electronic** catalog via their **Web** site to begin selling directly on the Internet to corporate end users, and has easily...

17/3,K/66 (Item 66 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

09790871 (USE FORMAT 7 OR 9 FOR FULLTEXT)
software providers and database and platform vendors partnering with ATG to
BUSINESS WIRE
February 28, 2000
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 259

... proprietary platforms. With this close integration, companies can tailor site look and feel based on **user** preferences and previous behavior, tailor offerings and promotions based on **purchase** history, and **deliver** real-time information such as inventory **status** to **customers** placing **orders** . This type of functionality contributes to more personalized **Web** experiences for **customers** , which drives **improved** conversion rates, look-to-**buy** ratios and increased customer profitability.

"ATG's open platform and their commitment to our partnership...

17/3,K/67 (Item 67 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

09693731 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Norstan Alliance Expands Capabilities in Internet Conferencing Market
BUSINESS WIRE
February 22, 2000
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 396

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... O'Mara.

Based in Portland, Oregon, Envoyglobal.com is the leading application service provider for **Internet** conferencing. Its **products** and services enable businesses to communicate more effectively with distributed workforces and **customers**. Founded in 1986, Envoyglobal.com **delivers** a real- **time**, interactive communication medium to **improve sales** and return on investment allowing companies to participate fully in the **Internet** economy. For more information, access the company's web site at www.envoyglobal.com.

Norstan...

17/3,K/68 (Item 68 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
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09615087 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Nothing compact about this discmaker's future

INVESTORS DIGEST

January 01, 2000

JOURNAL CODE: FIDT LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 732

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... an order are in stock, verify the production scheduling and at any time during the **process** determine the exact **status** of the production, all with a simple click on the **Web**.

One factor in Saturn's growth has been its reputation for reliability and on- **time delivery**. With this as a **selling** point, the company has been able to expand its **customer** base. Just three years ago, a single customer - Corel Corp. - accounted for 75 per cent...

17/3,K/69 (Item 69 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
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09588737 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Meridex Announces An E-Solution Partnership With Canada Post Providing A Cost-Effective Shipping Solution

CANADIAN CORPORATE NEWS

February 15, 2000

JOURNAL CODE: WCCN LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 269

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... as the ExpressCart, which follows consumers from store to store generating one invoice for multiple **products** and multiple stores.

The eParcel Shipping system is specifically designed to support business over the **Internet**. Once the **customer** chooses the articles to **order**, eParcel calculates the **scheduled delivery date** and shipping charges for a range of Canada Post shipping options. This allows the **customers** to choose the shipping solution that best suits their needs and budget.

Meridex **Network** Corporation is an Application Service Provider (ASP)

of e-business solutions that dynamically link buying...

17/3,K/70 (Item 70 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

09577512 (USE FORMAT 7 OR 9 FOR FULLTEXT)
U.S. Comment - The Internet brings in a new equation.
Robert Faletra, editor-in-chief of CRN US.
PC DEALER, p28
February 16, 2000
JOURNAL CODE: WPCD LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 541

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... readership to break out services and charge for them separately. It was part of a **change** in the **product** sales equation. The **network** helped dramatically in allowing the channel to **sell products** and **networking** services separately.

And so the equation **changed** from **products + time** and **delivery** = **customer** satisfaction, to **products + services** = **customer** satisfaction.

It wasn't long before the channel, working with dozens of different suppliers, was...

17/3,K/71 (Item 71 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
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09141511 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Newsbytes Internet Week In Review
NEWSBYTES
January 14, 2000
JOURNAL CODE: FNEW LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 555

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... month. <http://www.newsbytes.com/news/00/142031.html>

Toys "R" Us Sued Over Christmas **Fulfillment**

Attorneys have launched a class- **action** lawsuit against the **online** incarnation of Toys "R" Us Inc., saying the company's **Web** store accepted **orders** for toys during the Christmas rush even though it knew it wouldn't be able to **deliver purchases** on **time** . [http:// www .newsbytes.com/news/00/142025.html](http://www.newsbytes.com/news/00/142025.html)

E- **Shoppers** Shop Til They Drop

Nearly all **Internet shoppers** say they plan to **buy online** again and were very pleased with e-shopping during the past two months of the...

17/3,K/72 (Item 72 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
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09081709 (USE FORMAT 7 OR 9 FOR FULLTEXT)
ANDERSON CONSULTING: 9/10 online holiday shoppers experienced problems, but still rated web better

M2 PRESSWIRE

January 12, 2000

JOURNAL CODE: WMPR LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 855

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... one of every three consumers and expect to survive. Their top concern must be infrastructure **improvements**."

Top 10 Problems Experienced % Internet Buyers

1. Gift wanted to **purchase** was out of stock 64%
2. **Product** was not **delivered** on **time** 40
3. Paid too much for the delivery of the **product** 38
4. Connection or download trouble 36
5. Didn't receive confirmation or status report...

17/3,K/73 (Item 73 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

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09045119 (USE FORMAT 7 OR 9 FOR FULLTEXT)

9 Out of 10 Online Holiday Shoppers Experienced Problems, But Still Rated Web Better Than Stores and Catalogs for Purchases, According to Andersen Consulting Study

BUSINESS WIRE

January 10, 2000

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 2564

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... one of every three consumers and expect to survive. Their top concern must be infrastructure **improvements**."

Top 10 Problems Experienced	% Internet
Buyer	
1. Gift wanted to purchase was out of stock	64%
2. Product was not delivered on time	40
3. Paid too much for the delivery of the product	38
4. Connection or download trouble	36
5. Didn't receive confirmation or status report...	

17/3,K/74 (Item 74 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

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09003868 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Shadowpack Launches First Free Personal Wireless Interface; Providing the Mobile Public With Access to Personalized Information and Secure Commerce From Interactive Handheld Devices

BUSINESS WIRE

January 06, 2000

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1436

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... database publisher specializing in worldwide travel information, delivering Shadowpack members information on flight and train **schedules** , hotel listings and rental car information.

Kozmo.com is the first company that seamlessly integrates **online** shopping with direct **consumer delivery** in under-an- hour , so Shadowpack members in cities with Kozmo locations can rent or **purchase** movies, DVDs, books, magazines, music, food and other convenience **items** , all **delivered** in under-an- hour .

TheStreet.com provides uncompromising, objective financial news, providing Shadowpack members with the day's news...

17/3,K/75 (Item 75 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

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08965352 (USE FORMAT 7 OR 9 FOR FULLTEXT)

GERS Retail Systems to Feature Its e-Business Solutions At NRF 2000, January 16-18 in New York

BUSINESS WIRE

January 04, 2000

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 653

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... solution.

Integrated enterprise communications are delivered by RetailAlert, GERS' electronic messaging service. RetailAlert enables the **automatic** execution of activities in a business **process** as well as the ability to immediately notify **users** or **customers** of any business condition represented in the database such as a **change** in **delivery date** or upcoming **sale** .

The RetailAnalyst analytical application portfolio focuses on delivering business intelligence from the GERS applications to **users** across the enterprise. These analysis applications provide immediate access to the information retailers need to...

17/3,K/76 (Item 76 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

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08963884 (USE FORMAT 7 OR 9 FOR FULLTEXT)

GERS Retail Systems to Show Its Latest Solutions At CES 2000

BUSINESS WIRE

January 03, 2000

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 565

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... and more time planning and monitoring performance.

A complete workflow automation system, RetailAlert enables the **automatic** execution of activities in a business **process** as well as the ability to immediately notify **users** or **customers** of any business condition represented in the database such as a **change** in **delivery date** or upcoming **sale** .

OfficeLink2000 rounds out GERS' Workforce Empowerment initiative by

providing seamless integration between GERS' enterprise applications...

17/3,K/77 (Item 77 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

08682733 (USE FORMAT 7 OR 9 FOR FULLTEXT)
BrightStar Joins Siebel Systems' Alliance Program as a Premier Consulting Partner
PR NEWSWIRE
December 13, 1999
JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 991

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... Siebel Systems' products with other e-business solutions will provide organizations with the ability to **improve** the way they build and manage customer relationships by expanding their access to large volumes...

17/3,K/78 (Item 78 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
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08679332 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Force is with you in 24hrs
EXPRESS
December 13, 1999
JOURNAL CODE: FDE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 125

... retailer Toyzone.co.uk. to launch NowNowNow!, the first-ever same-day delivery service for **products** bought over the **Internet**.

Customers will be able to place an **order** with Toyzone and iForce will **step** in to provide the distribution support to make sure **goods** are **delivered** quickly at a **time** specified by the **customer**.

17/3,K/79 (Item 79 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

08614137 (USE FORMAT 7 OR 9 FOR FULLTEXT)
(CNW) Canada's LOGICORP Selects Astea's ServiceAlliance(R)
CANADA NEWSWIRE
December 08, 1999
JOURNAL CODE: WCNW LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 1106

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... and the management of tasks and milestones associated with computer network installations. AllianceMobile (TM), a **Web** -based remote communications option, will help to **improve** field service performance at **customer** sites and speed billing cycles with pro forma invoices issued at the **time** of field service **delivery**. **Customer** self-service over the **Internet** with AllianceWeb (TM) will increase **customers** ' service options and limit the impact of **sales** growth on LOGICORP's helpdesk call volume

and staffing requirements.

Integrated Order Processing

Said Porter, "Among all of ServiceAlliance's tightly integrated functionality and automation, order processing and...

17/3,K/80 (Item 80 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
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08614123 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Canada's LOGICORP Selects Astea's ServiceAlliance(R)

PR NEWSWIRE

December 08, 1999

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1104

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... and the management of tasks and milestones associated with computer network installations. AllianceMobile (TM), a Web -based remote communications option, will help to **improve** field service performance at **customer** sites and speed billing cycles with pro forma invoices issued at the **time** of field service **delivery**. **Customer** self-service over the **Internet** with AllianceWeb (TM) will increase **customers** ' service options and limit the impact of **sales** growth on LOGICORP's helpdesk call volume and staffing requirements.

Integrated Order Processing

Said Porter, "Among all of ServiceAlliance's tightly integrated functionality and automation, order processing and...

17/3,K/81 (Item 81 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
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08494805 (USE FORMAT 7 OR 9 FOR FULLTEXT)

New Penn Announces Interactive Web Site

BUSINESS WIRE

December 01, 1999

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 491

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... the World Wide Web to on-board computers in the pickup and delivery trucks.

The **status** of a shipment **changes** in real- **time** from "Out-for-Delivery Today" to "Now Enroute to be Delivered" to "Now Being Delivered" to " **Delivered** ," including the actual **date** and time. **Customers** may enter the pro, pickup label, bill of lading or **purchase order** number to get the current **status** of a shipment.

Online shipment reports are created from "live data" to get the most current and accurate information...

17/3,K/82 (Item 82 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
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08089596

DHL TO UNVEIL DHL CONNECT IN INDIA BY APRIL (DHL Connect is an Internet-enabled customer automation system)
INDIA BUSINESS INSIGHT
October 29, 1999
JOURNAL CODE: WIBI LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 127

... to track and trace the status of their shipments, order express services, chart pick up **schedules** and give delivery instructions-all on the net. It will also allow the customer to...

17/3,K/83 (Item 83 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

07725189 (USE FORMAT 7 OR 9 FOR FULLTEXT)
ICT GROUP Names Paul Clough VP/GM of Internet Support Services Division
BUSINESS WIRE
October 13, 1999
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 687

... Services, the company's new business division created in response to the growing need for **improved customer** service on the **Internet**.

This division focuses exclusively on **delivering** consistent, real-time **customer** support for e-business **sales** and service through its integrated E-Solutions **product** offering.

17/3,K/84 (Item 84 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
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07389690 (USE FORMAT 7 OR 9 FOR FULLTEXT)
J.D. Edwards delivers flexible E-Business solutions to customers worldwide
CANADA NEWSWIRE
September 23, 1999
JOURNAL CODE: WCNW LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 839

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... D. Edwards to implement an Internet-designed supply chain management solution and create a collaborative **network** with its lifeblood trading communities in **order** to improve its ability to respond to **customers**.

"In **order** to stay ahead of the competition, we need to give our **clients** visibility and real-time status information on **deliveries** and product **schedules**," said Dr. Michael Muller-Wunsch, director of services/operations for Central Europe at Herlitz. "J..."

17/3,K/85 (Item 85 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

07327256 (USE FORMAT 7 OR 9 FOR FULLTEXT)
OrderFusion and Ariba Join Supply Chain and Demand Chain Capabilities;

**Alliance Merges Business-to-Business Sell-Side and Buy-Side Using
Commerce cXML**
BUSINESS WIRE
September 20, 1999
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 735

(USE FORMAT 7 OR 9 FOR FULLTEXT)

This combined solution will also enable end- users at buying organizations to use the Web to access order status or make changes regarding delivery date or location. The integrated solution will provide the opportunity for both customers and suppliers to dramatically reduce transaction costs and achieve the fastest time to benefit.

"Using...

17/3,K/86 (Item 86 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

06353613 (USE FORMAT 7 OR 9 FOR FULLTEXT)
SHOPPING WITH DOUBLE QUICK TIME
MARK BENHAM
EVENING STANDARD, p10
July 23, 1999
JOURNAL CODE: FES LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 1071

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... to the supermarket.

The trick is working out how to play the system to suit individual circumstances. Mrs Blankemeyer disliked waiting around for two hours or more for deliveries . To get over this, she changed her weekly Internet shop to a monthly order , concentrating on heavy items only - bottles of Ribena, washing-up liquid and salt for the dishwasher.

This was backed...

17/3,K/87 (Item 87 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

05870934 (USE FORMAT 7 OR 9 FOR FULLTEXT)
**OpenPlus International Announces OpenPlus Financials for Education;
Software Gives School Districts the Power to Proactively Manage Budgets
and Control Costs**
BUSINESS WIRE
June 23, 1999
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 845

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... and provide step-by-step instructions -- all based upon the school district's preferred business processes0 . As another example, OpenPlus could automatically alert users when vendor deliveries don't match the original purchase order , based on price, delivery date or quantity.

"Managing a school district has become increasingly demanding, yet

most of today's...

17/3,K/88 (Item 88 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

05173585 (USE FORMAT 7 OR 9 FOR FULLTEXT)
**Customers Spend Less Phone Time With New Voice Recognition System; UPS
Extends Speech Technology to Same-Day Pickup Service**
PR NEWSWIRE
May 03, 1999
JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 784

... N.J., May 3 /PRNewswire/ -- UPS, which pioneered the use of voice recognition technology for **package** tracking, has expanded its application of the science to **improve** telephone service for urgent same-day **pickup** requests.

Shaving nearly two **minutes** from the average **pickup** request, the UPS **Automated** Pickup System enables a regular or repeat **customer** to **order** a **package** pickup for next-day delivery simply by saying his or her phone number when prompted...

17/3,K/89 (Item 89 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

04957430 (USE FORMAT 7 OR 9 FOR FULLTEXT)
**CyberGistics to Provide State-Of-The-Art Fulfillment Capabilities to
OrderTrust Network**
BUSINESS WIRE
April 14, 1999
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 680

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... leaders like OrderTrust will continue to be a focus for us as we strive to **improve** distribution and fulfillment management into the 21st century by utilizing ground-breaking technologies that streamline...

17/3,K/90 (Item 90 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

04854364 (USE FORMAT 7 OR 9 FOR FULLTEXT)
SYNTRA Announces Alliance with Oracle
BUSINESS WIRE
April 01, 1999
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 738

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... business applications. The advanced compliance and logistics capabilities of GLS enable organizations to reduce their **order-to-delivery** cycle **time** and provide superior **customer** service on a

worldwide basis."

SYNTRA GLS software eliminates barriers to global trade by **automating** every **step** of the international trade **process**. It manages all aspects of cross-border logistics to optimize and extend a company's...

17/3,K/91 (Item 91 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

04501271 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Hitachi's Internet Commerce Software Incorporates Cutting-Edge Address Verification Technology

BUSINESS WIRE

March 02, 1999

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 871

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... The growth of the IC market has provided organizations with a cost-effective method to **improve** their customer relationships. The seamless integration of RAVES with TradeLink will provide Hitachi's **customers** with **improved** efficiency and speed of operations so that **products purchased online can be delivered on-time.**"

"Hitachi has a long-standing commitment to **customer** satisfaction," said Mark Collett, Director of Hitachi Computer **Products** (America), Inc. "It was important for TradeLink to integrate an open, cutting-edge solution for..."

17/3,K/92 (Item 92 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

04438470 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Action Office Supplies, Inc. Launches Internet E-Commerce Site to Serve Retail/Business-to-Business Office Supplies Buyers at Wholesale Pricing

PR NEWSWIRE

February 24, 1999

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 376

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... real time through a Secure Socket Layer (SSL) Server to insure security for credit card **purchasers**, with most **orders delivered** in 24 **hours** nationwide.

Action Office Supplies, Inc. is a distributor/reseller of computer, office **automation products** and audio-visual supplies throughout the world. AOS sells nationally known computer brands like Lexmark...

17/3,K/93 (Item 93 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
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03678288 (USE FORMAT 7 OR 9 FOR FULLTEXT)

CMP Media's EDTN Network, PCNalert.com Partner to Offer a Solution for Product Obsolescence Information

BUSINESS WIRE
December 07, 1998
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 859

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... are looking forward to announcing the partnership and providing one more extension to the EDTN **Network**."

Using **Internet** -based technologies, PCNalert.com delivers time -critical, **action** -triggering information directly to **individual** engineers and **purchasing** specialists who need to act on this information. **Individuals** select the companies, **product** categories and types of notices they want, and avoid the time wasted on wading through...

17/3,K/94 (Item 94 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

03453481 (USE FORMAT 7 OR 9 FOR FULLTEXT)
FirstWorld Communications Names New CIO
BUSINESS WIRE
November 16, 1998
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 606

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... also managed the migration and integration of all Qwest, LCI and USLD business market computer **users** and related applications.

As CIO for USLD, Jenkins significantly **improved** the **delivery** time of critical billing, provisioning and information delivery **processes**, and initiated the development of a new, integrated billing and **customer** -care system. Jenkins also headed the successful development of a **sales** force **automation** system for USLD.

Prior to this, Jenkins served as vice president of sales and service ...

17/3,K/95 (Item 95 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

03059413 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Inter-networking plays bigger role
STAR (MALAYSIA), p1
October 09, 1998
JOURNAL CODE: WTSM LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 463

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... is saving at least US\$500mil a year in operating costs.

Cisco also manages to **improve** **customer** /partner satisfaction and gain a competitive advantage in areas such as **customer** support, **product** **ordering** and **delivery** time.

"As the **Internet** revolution takes place, we nowadays have global **networked** businesses, which are enterprises, of any size, that strategically use information and communications to build...

17/3,K/96 (Item 96 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

03048582

Nordstrom Announces Partnership With Streamline

PR NEWSWIRE

October 08, 1998

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 742

... of technology HOW: -Streamline develops a personalized shopping list by scanning the bar codes of **products** used throughout the home -Streamline sets-up a patented service box: refrigerator/freezer and dry storage unit in a **customer** 's garage, accessed by a keypad entry system - **Orders** for **goods** and services are placed by midnight the night before a **customer** 's weekly **delivery date** by **Internet** , fax or phone - **Orders** are fulfilled at Streamline's **Consumer Resource Center**, stocking the most widely used supermarket **products** at competitive prices -Deliveries are made to customers on a **scheduled** day each week, without the need for the customer to be home -Payment is by...

17/3,K/97 (Item 97 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

02951123

Saville Announces New Version of Its Convergent Billing Platform for Oracle That Includes GSM, CLEC and Web Enablement Capabilities

BUSINESS WIRE

September 28, 1998

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 941

... one of the world's most widely deployed and fastest-growing mobile communications offerings. --Enhanced **user** interface - designed with **customer** service triggers that **improve customer** service by making the system easier to use and reducing training **time** . -- **Improved network service delivery** - new service **order** functionality, triggered by **customer** and **network** activity, make **network** service delivery more efficient and transparent to customers with a "shopping basket" approach to customer care. --Flexible architecture - includes a more flexible account and **product** structure and open invoice accounting support. --Interconnect Billing Platform (IBP(TM)) compatibility - can be integrated...

17/3,K/98 (Item 98 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

02413210 (USE FORMAT 7 OR 9 FOR FULLTEXT)

New VSI-FAX for QAD Offering Gives MFG/PRO Users the Power of Enterprise-wide Faxing

BUSINESS WIRE

August 04, 1998 9:19

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 550

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... partners, whether or not they are EDI capable. From MFG/PRO, VSI-FAX for QAD users can:

- fax **purchase orders** to expedite fulfillment
- transmit invoices to speed payment and reduce A/R
- fax P.O. schedules to ensure on- **time delivery** from vendors and
- send **sales order** confirmations, **sales order** status, and items shipped status to increase **customer** service.

Faxes can be sent immediately, in manual batches, or automatically in batches according to a predetermined **schedule** . All fax options are listed in the MFG/PRO menu. Customized fax covers can be...

17/3,K/99 (Item 99 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

(c) 2004 The Dialog Corp. All rts. reserv.

02397109 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Motive Communications Secures \$10 Million in New Equity Capital to Fund Continued Market Momentum; Accel Partners and Attractor Lead All-Star Funding Syndicate

BUSINESS WIRE

August 03, 1998 7:18

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1038

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... new equity infusion. Motive's total investment capital is now \$14.8 million.

Motive's **product** , the Motive System, unifies all post- **sales customer** support delivery in a single, **Internet** -based system, to reduce the **time** and cost of **delivering** technical support while **improving** end- **user** satisfaction. Leading IT businesses are using the Motive System to provide technical support services to...

17/3,K/100 (Item 100 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

(c) 2004 The Dialog Corp. All rts. reserv.

02153683 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Platinum Software Corporation Adds Marketing Encyclopedia System to Front-Office Applications

PR NEWSWIRE

July 09, 1998 6:18

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 743

17/3,K/101 (Item 101 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

(c) 2004 The Dialog Corp. All rts. reserv.

02014156 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Calico Technology Inc. and FirstFloor Software Inc. Agree to Merge; Leading, Privately-Held Enterprise Software Vendors to Forge Future of eSales

BUSINESS WIRE

June 24, 1998 14:15

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 723

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... Software Inc.

FirstFloor Software Inc., is the leading developer of interactive marketing systems. FirstFloor's **products** enable corporations to **improve** the effectiveness of their sales and support activities and enhance customer loyalty.

By combining the power of the **Internet** with leading **customer** interaction systems, FirstFloor's interactive marketing solutions enable corporations to **deliver** relevant, up-to-**date** **customer** information and **sales** tools from a variety of sources.

The FirstFloor Smart Delivery **product** line is the standard in the marketplace for Web-based Marketing Encyclopedia Systems supporting industry...

17/3,K/102 (Item 102 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

(c) 2004 The Dialog Corp. All rts. reserv.

01861318 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Pony Express Introduces On-Line Internet Package Tracking

BUSINESS WIRE

June 08, 1998 8:16

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 341

(USE FORMAT 7 OR 9 FOR FULLTEXT)

Presently, Pony Express **customers** can pull up information such as package ID numbers, the action (status of **delivery**), **date** and **time** of **delivery**, location **delivered** to, and the **person** who signed for the delivery.

Pony Express' Vice President of **Sales** & Marketing, Jeff Hitt, is enthusiastic about the new **on - line** service. Said Hitt, "The **on -line** tracking will allow us to provide better customer service to our accounts. By allowing the customers to track their own **packages**, it gives them 24-hour peace-of-mind that may not be available with other...

17/3,K/103 (Item 103 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

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01572104 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Intentia and Movex ERP Solution Realize Solid Growth in Apparel/Textile Industry Q1 1998

BUSINESS WIRE

May 07, 1998 11:13

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 555

... dimensions -- style, size, color and pattern. This feature allows the manufacturer to take a complex **order**, release it to the manufacturing floor with an accurate bill of materials, promise a **delivery date**, and

set up production runs that deliver the **order** to the **customer** on time. Movex Fashion can also handle flexible pricing. The application is fully **Web** -enabled, with the ability to have a product catalog, order **processing** and inquiry, and new product roll-outs online. "Our product configurator makes Movex Fashion the...

...production runs are also handled by Movex. Movex allows items to be mass produced and **changes** can be performed at the same time on all items, or on items selected in...

17/3,K/104 (Item 1 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2004 Business Wire. All rts. reserv.

00551970 20010710191B2373 (USE FORMAT 7 FOR FULLTEXT)
New Software From Sameday Technologies Improves Return On Inventory Investment-4.0 Release of Syntempo Supply Chain Event Management Software Improves Fill Rates, Reduces Safety Stock and Lowers Inventory Obsolescence Rates
Business Wire
Tuesday, July 10, 2001 14:46 EDT
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 656

...Sameday provides Syntempo Supply Chain Event Management software to manufacturers, retailers and logistics providers.

Syntempo **improves** inventory utilization and **order** fill rates by enabling **customers** to optimize **product** sourcing, manage transactions, monitor execution and resolve exceptions in real **time** . **Web** -based and **delivered** as a hosted solution, Syntempo rapidly integrates with existing **order** and inventory systems and quickly and efficiently incorporates new **customers** , facilities, suppliers and logistics providers. Syntempo is used by Fortune 500 companies in the aerospace, high-tech, telecommunications, consumer **goods** , retail and logistics industries.

CONTACT: Sameday Technologies
Erin Mills, 626/435-8228
erin.mills@sameday...

17/3,K/105 (Item 2 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2004 Business Wire. All rts. reserv.

00541037 20010619170B1425 (USE FORMAT 7 FOR FULLTEXT)
Ryder Acquires Fulfillment Operations of Sameday.com-Ryder Strengthens its e-Channel Solutions Fulfillment Network Through Additional Operations, Expanded Customer Base and an Enhanced Technology Platform for Execution
Business Wire
Tuesday, June 19, 2001 12:20 EDT

JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 897

...Sameday
provides Syntempo Supply Chain Event Management software to manufacturers,
retailers and logistics providers.

Syntempo **improves** inventory utilization and **order** fill rates by
enabling
customers to optimize **product** sourcing, manage transactions, monitor
execution
and resolve exceptions in real **time** . **Web** -based and **delivered** as a
hosted
solution, Syntempo rapidly integrates with existing **order** and inventory
systems and quickly and efficiently incorporates new **customers** ,
facilities,
suppliers and logistics providers. Syntempo is used by Fortune 500
companies
in the aerospace, high-tech, telecommunications, consumer **goods** , retail
and
logistics industries.

About Ryder

Ryder provides a continuum of leading-edge logistics, supply...

17/3,K/106 (Item 3 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2004 Business Wire. All rts. reserv.

00506617 20010424114B6351 (USE FORMAT 7 FOR FULLTEXT)
**TCSI Introduces Catalant Service Fulfillment Suite To Asia Pacific Market
at PT SUPERCOMM Asia-TCSI Showcases Catalant(R) Service Fulfillment Suite
Asia Pacific Telecom Market at PT SUPERCOMM Asia**
Business Wire
Tuesday, April 24, 2001 20:02 EDT
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 876

About Catalant Service **Fulfillment** Suite

Catalant SFS is an integrated, **customer** -centric **network** management
system that
allows service providers to produce real- **time** , single-click service
delivery ,
including **order** management, service **scheduling** , and service
provisioning. As a
high-end complement to the existing Catalant **product** family, Catalant SFS
is
designed for service providers who need to automate complicated service and
...

17/3,K/107 (Item 4 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2004 Business Wire. All rts. reserv.

00452408 20010130030B0843 (USE FORMAT 7 FOR FULLTEXT)

New iBaan Collaboration Solution Helps Power C-commerce; Supports Intelligent Communication, Automated Information Sharing, Dynamic Process Workflow and Decision Support Capabilities-Empowers Businesses to Collaborate...

Business Wire

Tuesday, January 30, 2001 10:01 EST

JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 1,111

...of inventory, which

can be constantly monitored by a replenishment agent for problems

- Collaborative Demand **Fulfillment** - enables collaborative demand management synchronized with constraint based **fulfillment**. Supports collaboration between **customers**, **customer** service representatives and supply chain planners to **deliver** real- **time** **order** promising and intelligent supply

chain

planning

- Collaborative Logistics Management - exception-based logistics planning with real-time **Internet** visibility of **customer** **orders**, deployment **orders**, freight **orders**, etc. **improving**

the

agility and flexibility of the shipper, reducing transportation lead times and costs, and **improving** the quality of customer service (Available Q1)

Additional iBaan Collaboration templates to be launched over...

17/3,K/108 (Item 5 from file: 610)

DIALOG(R)File 610:Business Wire

(c) 2004 Business Wire. All rts. reserv.

00426198 20001212347B4212 (USE FORMAT 7 FOR FULLTEXT)

Sundance Catalog Company Strengthens Fulfillment Network With CommercialWare's New E-commerce Solution-collaborate.dot.commerce Leverages The Internet To Ensure High Level Customer Service And Improved Efficiency Across The Retail Supply Chain

Business Wire

Tuesday, December 12, 2000 14:36 EST

JOURNAL CODE: BUSINESS WIRE, COMTEX LANGUAGE: ENGLISH RECORD TYPE:

FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 499

...IT Manager at

Sundance Catalog Company. "collaborate.dot.commerce will enable us to develop

a **fulfillment** **network** with our suppliers that will allow us to view the **status**

of an **order**, easily make **changes** and ensure on- **time** **delivery** to provide a

higher level of **customer** service -- even when the **order** is **fulfilled** by a

partner."

"The **Internet** is opening new doors for retailers and this is only the beginning. Collaboration within the...

17/3,K/109 (Item 6 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2004 Business Wire. All rts. reserv.

00398450 20001031305B5783 (USE FORMAT 7 FOR FULLTEXT)
AP AdSEND Partners with Extensis to Provide Online Preflighting for Web-Based Digital Ad Delivery-Seamless Integration of Preflight Online With AP AdSEND's Website Saves Customers Time and Money By Preventing Costly Delays
Business Wire
Tuesday, October 31, 2000 12:04 EST
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 747

...Extensis to deliver online preflighting to their customers," said Craig Keudell, general manager of Extensis **Products** Group. "Using Preflight **Online** , AP AdSEND will be able to offer best in class **customer** service by helping their **clients** submit jobs that are always production **ready** , reducing costs and turnaround **time** ."

About Preflight **Online**
Every year printers spend thousands of hours (largely provided at no cost to **customers**) making **corrections** to digital files in **order** to make them print ready. Preflight **Online** offers printers a way to avoid these delays and the substantial costs associated with them...

17/3,K/110 (Item 7 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2004 Business Wire. All rts. reserv.

00384670 20001013287B1418 (USE FORMAT 7 FOR FULLTEXT)
ABB Vetco Gray Selects SynQuest E-Business Software for Worldwide Implementation-Offshore Drilling Equipment Manufacturer Plans to Significantly Reduce Inventory and Overtime
Business Wire
Friday, October 13, 2000 11:02 EDT
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 728

...change, modify using real-time information."

SynQuest provides ABB Vetco Gray with advanced planning and **scheduling** capabilities that are integrated with manufacturing execution for real-time management. This integration enables continuous, closed-loop feedback between planning and execution, allowing ABB Vetco Gray to manage every **customer order**

to ensure fast, reliable **fulfillment** . The software optimizes the manufacturer's production **schedules** on cost, on- **time delivery** and total **order cycle time** and manages all resources necessary for production.

The SynQuest e-business software will allow ABB Vetco Gray's Houston-based **sales** and project departments to use the **Internet** to access order **status** across multiple facilities worldwide. SynQuest software will be integrated with the ABB Vetco Gray Simon...

...forecasts as well as to provide direct input over the Internet into the planning and **scheduling** system about any **changes** in deliveries. This will allow the ABB Vetco Gray planners to see the immediate impact these **changes** will have on production and customer orders at any of its worldwide facilities.

About ABB...

17/3,K/111 (Item 8 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2004 Business Wire. All rts. reserv.

00355736 20000905249B1275 (USE FORMAT 7 FOR FULLTEXT)
Sameday.com's Technology Enables the First Rapid-Response Distribution Network; 35 Center Fulfillment Network Now Available
Business Wire
Tuesday, September 5, 2000 06:15 EDT
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 636

TEXT:
...Levels, Including Two
Hour Product Delivery

Sameday.com has unveiled a new rapid-response distribution **network** powered by a proprietary **web** -based supply chain technology that gives **customers** more control over **order** management and product **fulfillment** , permitting even a two- **hour delivery** of critical parts or products needed in a tight time frame. The **network** links 35 **fulfillment** centers and more than 20 manufacturers and retailers. At the heart of the network is...

...orders instantly across all facilities in the network. Clients using Sameday's technology also experience **improved** order accuracy, lower distribution costs and greater control over inventory levels. Sameday's network provides...

17/3,K/112 (Item 9 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2004 Business Wire. All rts. reserv.

00314452 20000706188B6042 (USE FORMAT 7 FOR FULLTEXT)
**International Sales Information Systems Inc.: Versatile And Descartes
Announce End-To-End Home Delivery And Consumer Direct Visibility And
Optimization Solution**
Business Wire
Thursday, July 6, 2000 03:19 EDT
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 712

...and consumer
direct combines mobile applications, wireless technology, street-level
route
optimization, supplier visibility, innovative **Web**-based **customer**
self- **scheduling** and **customer** relationship management programs. The
VersaROUTE
solution enables real- **time** information exchange for monitoring **delivery**
activities, including driver performance, **package** tracking, payments,
mileage
and **customer** signatures. Together, the Descartes-Versatile solution
enables
companies to manage their **delivery** operations in real **time** , from the
point of
order all the way to the **customer** 's doorstep.

"We are bringing to market with Descartes a truly end-to-end home...

17/3,K/113 (Item 10 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2004 Business Wire. All rts. reserv.

00212182 20000309069B8588 (USE FORMAT 7 FOR FULLTEXT)
**Intelisys Enables B-Sting Apparel to Reach Millions of New Business
Customers Online**
Business Wire
Thursday, March 9, 2000 11:31 EST
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 960

...million small and medium-sized businesses.

After 30 years manufacturing traditional retail apparel, B-Sting **changed**
its
focus to sell to the corporate promotional market in 1999. That move, to
sell
high-quality commodity **items** at competitive prices (frequently **delivered**
within 48 **hours**), has been answered with a 70 percent reorder rate from
B-Sting's corporate **customers** .

Also in 1999, the company launched an **electronic** catalog via their **Web**
site
to begin selling directly on the Internet to corporate end users, and has
easily...

17/3,K/114 (Item 11 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2004 Business Wire. All rts. reserv.

00210224 20000307067B6576 (USE FORMAT 7 FOR FULLTEXT)
Phonetic Systems' PhoneticOperator Platform Extends Website and eCommerce Applications With Speech Access Through PhoneticPortal
Business Wire
Tuesday, March 7, 2000 12:57 EST
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 545

...commonly used communications device,
while taking advantage of the infrastructure already in place for their
Internet-based applications. A **customer** can **pick up** any telephone
at any **time**
of day to retrieve product or company information, place an **order**, or to
check **order status** without the hassle of going through touchtone menus
or
dial-by-name directories.
"With the...

...in deploying this technology has
been the ability to search extremely large databases of constantly
changing
information with your voice. PhoneticOperator has proven that this barrier
has been broken. The PhoneticPortal...

17/3,K/115 (Item 12 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2004 Business Wire. All rts. reserv.

00203161 20000228059B8938 (USE FORMAT 7 FOR FULLTEXT)
Art Technology Group Announces Technology Partner Program for Leading Software, Database and Platform Vendors
Business Wire
Monday, February 28, 2000 08:13 EST
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 931

...proprietary
platforms. With this close integration, companies can tailor site look and
feel based on **user** preferences and previous behavior, tailor offerings
and
promotions based on **purchase** history, and **deliver** real- **time**
information such
as inventory **status** to **customers** placing **orders**. This type of
functionality
contributes to more personalized **Web** experiences for **customers**, which
drives
improved conversion rates, look-to- **buy** ratios and increased customer
profitability.
"ATG's open platform and their commitment to our partnership...

17/3,K/116 (Item 13 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2004 Business Wire. All rts. reserv.

00187505 20000204035B2255 (USE FORMAT 7 FOR FULLTEXT)
**Enticent.com Formed and Launches First Incentive Rewards Program...`No
Points, No Miles...Just Talk`**
Business Wire
Friday, February 4, 2000 10:46 EST
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 581

...and Enticent.com is utilizing the TalkToGo.com technology in
implementing online incentive promotions for **websites** through their No
Points, No Miles . . . Just Talk!(TM) This campaign provides **consumers**
with free
phone **time** , **delivered** instantly by email, upon the completion of a
required **online**
action such as providing information, making a **purchase** , or learning
about a
product or service.

" **Consumers** are excited about our program because the rewards are instant
and
can be used almost...

17/3,K/117 (Item 14 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2004 Business Wire. All rts. reserv.

00181957 20000128028B0173 (USE FORMAT 7 FOR FULLTEXT)
**StreamServe's Solutions for e-Business Provide e-Communication Capabilities
for On-line Auction House**
Business Wire
Friday, January 28, 2000 12:10 EST
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 602

...information between the auction house and its customers, suppliers and
logistics partners.

"StreamServe enables the **automatic** flow of information and gives us the
opportunity to reduce the total transaction **time** from auction to
delivery of **goods** **purchased** . This combination has **improved** our
customer
communications and given us an increased service level," said Bidlet
Nordic Manager Christer Udd.

Using...

17/3,K/118 (Item 1 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2004 PR Newswire Association Inc. All rts. reserv.

00649581 20011001LAM044 (USE FORMAT 7 FOR FULLTEXT)
Centergistic Teams With RightNow Technologiesrll Visitorsst

PR Newswire
Monday, October 1, 2001 09:36 EDT
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 591

TEXT:
...via self-service,
empowering customers to find their own answers. RightNow eService Center
is a
Web -based, scalable solution that responds instantly to **changes** in
customer
demand, such as seasonal spikes, **product** introductions, recalls, **sales**
promotions -- anything that shifts a company's service capacity
requirements.
AgentView integrates with RightNow eService Center to **deliver**
intelligent,
real **time** data on productivity throughout the **Web** -enabled **customer**
service
center. Combining AgentView with RightNow provides up to the minute
information on critical statistics...

17/3,K/119 (Item 2 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2004 PR Newswire Association Inc. All rts. reserv.

00432948 20001010NYTU024 (USE FORMAT 7 FOR FULLTEXT)
**New Study from The Boston Consulting Group And Visa International Forecasts
Growth of Online Retailing in Latin America to Reach \$580 Million in 2000**
PR Newswire
Tuesday, October 10, 2000 11:00 EDT
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 1,083

...operational
difficulties. Mystery shopping exercises in Argentina, Brazil and Mexico
revealed that many Latin American **online** retailers need to **improve**
their
product selection, **customer** service capabilities and on- **time**
delivery
performance in **order** to succeed. For example, out of 118 sites tested,
52 did
not respond to e...

17/3,K/120 (Item 3 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2004 PR Newswire Association Inc. All rts. reserv.

00427956 20001003SFTU083 (USE FORMAT 7 FOR FULLTEXT)
**E-Stamp's Digitalshipper Enterprise Selected by Sandisk to Automate
Shipping Process**
PR Newswire
Tuesday, October 3, 2000 08:02 EDT
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 815

...The system provides comparisons for overseas shipping rates and produces all required paperwork to ship **packages** internationally, thereby cutting costs while **improving time -to- delivery** .

DigitalShipper Enterprise, powered by Kewill systems, is a complete, **automated** shipping solution that enhances **customer** service by providing e-mail notifications when **orders** are shipped, **status** for existing orders, and real time tracking of **packages** shipped. The solution also allows vendors to track, audit and produce reports providing valuable information...

17/3,K/121 (Item 4 from file: 613)

DIALOG(R)File 613:PR Newswire

(c) 2004 PR Newswire Association Inc. All rts. reserv.

00247064 20000117NYM012 (USE FORMAT 7 FOR FULLTEXT)

Online Holiday Shoppers Are Very Satisfied with The Experience

PR Newswire

Monday, January 17, 2000 09:30 EST

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 501

...2 percent about prices. But 37 percent had positive comments, including being satisfied with quick **delivery time** , ease of finding and **ordering items** , and with prices.

The importance of **customer** satisfaction was underscored Jan. 5 when a Seattle **online** shopper filed a class- **action** suit against Toysrus.com for not delivering before Christmas.

While the average amount spent online...

17/3,K/122 (Item 5 from file: 613)

DIALOG(R)File 613:PR Newswire

(c) 2004 PR Newswire Association Inc. All rts. reserv.

00182510 19990924DAF005 (USE FORMAT 7 FOR FULLTEXT)

Deskphone.com Delivers 3.9 Cents Long Distance Via The Web

PR Newswire

Friday, September 24, 1999 07:01 EDT

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 480

...go searching for a card at convenience stores or vending machines or waiting for it to arrive in the mail.

"With Deskphone, all you need is Internet access," he said. "If you can get e-mail, you can get inexpensive prepaid long distance."

When you log on to deskphone.com, it takes only a few minutes to order , pay and collect the phone time directly from your desktop. You can buy it for yourself, e-mail it to someone else, or someone else can buy it and e-mail it to you.

Elmore explained that prepaid long distance is just a series of numbers: a toll-free number to access the...

...card number into their secured site and you're done. Within minutes, Deskphone sends the recipient an e-mail notifying them their time is ready and giving them a PIN number. As a matter of additional security, a password is assigned by the purchaser , which is known only by the purchaser and user of the time.

"Purchasing things on the Internet should use all the benefits of the Internet ; namely, not having to wait for your purchase," Elmore said. "Deskphone does this -- easily and..."

17/3,K/123 (Item 1 from file: 810)
DIALOG(R)File 810:Business Wire
(c) 1999 Business Wire . All rts. reserv.

0900715 BW0154

XINET 2: WebNative version 1.03 Upgrades Digital Archiving Features;
Release Adds E-commerce Capabilities and Archiving Integration

August 31, 1998

Byline: Business Editors/High Tech Writers

...both their print and on-line catalogs. The FullPress/WebNative combination has made the whole process so much faster, cutting out several production steps , eliminating image relinking errors, and reducing delivery time and costs. That's what digital asset management is all about."

WebNative (TM) version 1.03 can be purchased for \$7,500 by users of FullPress, a prepress server combining file serving, print spooling, and Open Prepress Interface software...

17/3,K/124 (Item 2 from file: 810)
DIALOG(R)File 810:Business Wire
(c) 1999 Business Wire . All rts. reserv.

0731642 BW0064

SARATOGA SYSTEMS: Saratoga Systems Integrates New Customer Management

Solution with Microsoft Outlook

August 05, 1997

Byline: Business Editors/Computer Writers

...needs of
sales forces in a broad range of industries.

Avenue takes advantage of the **Internet** for lead capture, synchronizing remote users, and enabling quick access to **customers' web** sites. It also offers a **web** based marketing encyclopedia that features "Push" technology to **deliver** up-to-**date** business documents and **web** pages on demand to the **sales** organization.

"With our large installed base, we get a lot of requests for **product** enhancements from our customers. For **scheduling**, Outlook integration was by far the most-requested enhancement we've received," said John Carlson...

17/3,K/125 (Item 3 from file: 810)
DIALOG(R)File 810:Business Wire
(c) 1999 Business Wire . All rts. reserv.

0729284 BW0436

**REAL APPLICATIONS: REAL Signs Distribution Agreement With Friedman Corp.;
Leading IBM AS/400 Solution Provider To Offer Leading ERP Applications**

July 29, 1997

Byline: Business Editors/High-Tech Writers

...comprehensive cost tracking and have
access to a flexible business analysis procedure. We expect the
product to become an important part of our application portfolio."

Friedman's newest ERP application, Frontier, is **scheduled** for
release in the fourth quarter of calendar 1997. Frontier will
include Quoting and Estimation, Service and Warranty, Sales
Automation, Truck **Scheduling**, **Purchasing**, Logistics and **Sales**
Analysis modules.

At the same **time**, Friedman will **deliver** a set of Java-based
applets for the **Internet**-enabled applications, providing **users** with
the ability to access applications via a standard browser. Both
Frontier and the applets...

17/3,K/126 (Item 4 from file: 810)
DIALOG(R)File 810:Business Wire
(c) 1999 Business Wire . All rts. reserv.

0717019 BW1333

**AIRMEDIA TIBCO SOFTWARE: AirMedia and TIBCO announce AirMedia Extensions
for wireless push computing**

June 24, 1997

Byline: Business Editors

...field-personnel traveling with laptop or WinCE

computers
-- Telecommuters working at home or outside the **network** firewall
in small offices
-- **Customers** who need real- time updates of **product** and **delivery**
schedules
-- Small vendors who need timely notifications of new or **changing**
orders
-- Traders dependent on real-time information who are not at a
trading desk
-- Small branch...

17/3,K/127 (Item 5 from file: 810)
DIALOG(R)File 810:Business Wire
(c) 1999 Business Wire . All rts. reserv.

0702206 BW1151

VERTIGO: Vertigo announces commercial availability of ONE ON ONE BANKING

May 13, 1997

Byline: Business/Technology Editors

...empowers banks to bring a new
level of personalized service to a financial institution's **electronic**
banking **customers** . Additional bank services can now be promoted
online to meet a specific **customer** 's needs and **sold** at the **time** when
customers are **ready** to **buy** .

Online **customers** receive financial advice, a suggested course of
action and the ability to **purchase** relevant bank products online.
When the **consumer** wants financial information for a specific goal,
such as buying a home, the ONE ON...

17/3,K/128 (Item 6 from file: 810)
DIALOG(R)File 810:Business Wire
(c) 1999 Business Wire . All rts. reserv.

0631386 BW1100

FEDERAL EXPRESS: FEDEX SETS NEW STRATEGIC DIRECTION WITH ON-LINE ORDERING

October 09, 1996

Byline: Business Editors

- ...customer service rather than order taking.
- Enhanced Business-Customer Relationship: Businesses interact directly with customers, **improving** customer relations and understanding of the marketplace.
 - Internet Presence: On-line catalog creates presence for businesses in the burgeoning **electronic** commerce marketplace, leveling the **on - line** playing field for smaller companies.
- Benefits to End- **Customers** :
- Order and Tracking Numbers Linked: FedEx links business's **order** confirmation number with FedEx shipping label and barcode to ease **package** tracking.
 - **Time** -Definite **Delivery** : Shipping via FedEx eliminates

delivery time guesswork.
FedEx Alliance Advantages:
-- World Business Leader: Recognized global leader in logistics,
electronic commerce and time-definite delivery.
-- 24-Year History of Reliability: Businesses can leverage the
credibility...

17/3,K/129 (Item 1 from file: 813)
DIALOG(R)File 813:PR Newswire
(c) 1999 PR Newswire Association Inc. All rts. reserv.

1402331 LAM088
BizRate.com and MSN Team to Increase Consumer Confidence in Online Shopping

DATE: January 11, 1999 15:18 EST WORD COUNT: 402

...feedback using a proprietary technology which nonintrusively sits at the virtual cash register, inviting every customer to provide information about the purchase just completed. Additionally, in order to measure satisfaction with the fulfillment process, BizRate.com automatically follows-up with every participating customer after the expected date of delivery for additional feedback.

"The key to success for every online shopping portal is to get people comfortable enough to buy online, not just browse online," said Farhad Mohit, President and CEO of Binary Compass. "By providing BizRate.com merchant ratings, MSN has taken a proactive step allowing its users to see that thousands of online shoppers have already had positive experiences...

17/3,K/130 (Item 2 from file: 813)
DIALOG(R)File 813:PR Newswire
(c) 1999 PR Newswire Association Inc. All rts. reserv.

1109602 CLTU014
Sterling Commerce Announces Vendor-Managed Inventory Alliances

DATE: June 10, 1997 09:06 EDT WORD COUNT: 472

...who do not wish to purchase on-site installed VMI software.

VMI is a highly-automated, EDI-based process where suppliers assume responsibility for managing inventories of their products at customer stocking locations. VMI improves inventory efficiency, helps assure on-time delivery of goods to meet customer demand, increases the number of "turns" for products sold, and streamlines the purchasing process. VMI also provides quick access to time-sensitive sales information, promotes better management of new product introductions, and helps identify bottlenecks in the freight handling and receiving processes.

"We're pleased...

17/3,K/131 (Item 3 from file: 813)
DIALOG(R)File 813:PR Newswire
(c) 1999 PR Newswire Association Inc. All rts. reserv.

1048468 SFTU020

Bode Akintola15-Apr-04

Microsoft Announces Innovative New E-Mail Management Tool and Ready-to-Use Groupware Applications for Outlook 97; Available for Free Download Now

DATE: January 28, 1997 09:02 EST WORD COUNT: 946

... discussion database for sharing knowledge and information that is valuable within the organization.

Office Supplies/ **Equipment** Requisition. Enables users to **order** office supplies or equipment by e-mail.

Project Management. Enables **users** to track project information such as budget, **status**, documents, **deliverables**, meeting **minutes** and tasks.

Sales Tracking. Enables **users** to store and track **client** information, record contacts, create action items, and post responses.

Training Management. **Automates** student enrollment in training courses and manages enrollment based on criteria such as class size...

17/3,K/132 (Item 4 from file: 813)
DIALOG(R)File 813:PR Newswire
(c) 1999 PR Newswire Association Inc. All rts. reserv.

0813728 CL020
TELXON AND INCREDIBLE UNIVERSE REACH PARTNERSHIP

DATE: April 28, 1995 12:06 EDT WORD COUNT: 324

...on the stores' POS controllers and departmental computer as part of Incredible Universe's patented **automated customer order** entry and merchandise delivery system. Each store is expected to have 85 or more PTC-1130s to take real- **time** inventories, **schedule** home **deliveries**, provide **sales** support and **product** information to the guest.

Telxon is very pleased to be selected by Incredible Universe and...

17/3,K/133 (Item 5 from file: 813)
DIALOG(R)File 813:PR Newswire
(c) 1999 PR Newswire Association Inc. All rts. reserv.

0742166 DE029
AMERITECH INVESTS IN PEAPOD, A LEADING INTERACTIVE GROCERY SHOPPING AND DELIVERY SERVICE, AND OUTLINES EXPANSION PLANS

DATE: September 15, 1994 14:41 EDT WORD COUNT: 532

...in selected metropolitan areas and our power to branch out into related areas such as **electronic** couponing and home shopping for other merchandise."

Using Peapod, **consumers** **order** groceries by personal computer, fax or phone, then **schedule** deliveries in a 90-minute **time** slot. **Consumers** can

choose from 18,000 **items** , select **items** by category or brand name, and take advantage of all in-store specials and coupons...

17/3,K/134 (Item 6 from file: 813)
DIALOG(R)File 813:PR Newswire
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0697884 MN012
**GATEWAY 2000 DEBUTS ONLINE SHOPPING MALL BBS ENABLES CUSTOMERS TO ORDER
PERIPHERALS, SOFTWARE 24 HOURS A DAY**

DATE: April 22, 1994 18:49 EDT WORD COUNT: 438

...the letter "O."

The Online Shopping Mall program features five main selections:
General Info, List **Product** Categories, Enter a Store, Index of Products
and Exit Mall. Each selection provides an easy...

...guide
through a series of options.

Customers simply select products and a payment method. The **order**
will then be **automatically** processed. The **customer** can place an **order**
at any time, and an **order** confirmation and estimated **delivery date**
will
be emailed to the **customer** within 24-hours.

"The **Online** Shopping Mall is another way we can provide our
customers easy access to information and products," says Waitt. "It's a
logical extension to the **product** information and technical assistance
services already available over the electronic bulletin board."

About Gateway 2000...

Set	Items	Description
S1	5213780	DELIVER? OR READY OR PICKUP OR PICK?()UP
S2	226223	S1(3N) (TIME OR DATE OR DURATION OR HOUR?? OR MINUTES)
S3	38985	S2(20N) (PURCHAS? OR BUYING OR BUY? ? OR SOLD OR SELL? ? OR SELLING OR SALE? ? OR ORDER?)
S4	70692	S2(20N) (CONSUMER? OR CUSTOMER? OR CLIENT? OR BUYER? OR PURCHASER? OR USER? OR SHOPPER? OR PERSON? ? OR INDIVIDUAL? OR RECIPIENT?)
S5	12389	S3(10N) (CONSUMER? OR CUSTOMER? OR CLIENT? OR BUYER? OR PURCHASER? OR USER? OR SHOPPER? OR PERSON? ? OR INDIVIDUAL? OR RECIPIENT?)
S6	12295	S4(10N) (PURCHAS? OR BUYING OR BUY? ? OR SOLD OR SELL? ? OR SELLING OR SALE? ? OR ORDER?)
S7	14714	S5 OR S6
S8	4281	S7(15N) (COMPUTER? OR AUTOMAT? OR ELECTRONIC? OR NETWORK? - OR ONLINE OR ON()LINE OR WEB? OR INTERNET? OR WWW)
S9	1073	S8(15N) (PROGRESS? OR STAGE? ? OR STATUS OR FULFILL? OR PROCESS?)
S10	232	S8(20N) (ASSIGN? OR DELEGAT? OR SCHEDUL?)
S11	551	S8(20N) (ACTION? ? OR STEP? ? OR IMPROV? OR CORRECT? OR CHANG-NG???)
S12	265	S9(S) (ACTION? ? OR STEP? ? OR IMPROV? OR CORRECT? OR CHANG-??? OR ASSIGN OR DELEGAT? OR SCHEDUL?)
S13	287	(S10 OR S11) (20N) (GOODS OR PACKAGE? OR ITEM? ? OR EQUIPMENT OR PRODUCT? ?)
S14	463	S12 OR S13
S15	399	S14 NOT PY>2001
S16	391	S15 NOT PD=20011016:20040415
S17	213	RD (unique items)
File	9:Business & Industry(R)	Jul/1994-2004/Apr 14 (c) 2004 The Gale Group
File	15:ABI/Inform(R)	1971-2004/Apr 13 (c) 2004 ProQuest Info&Learning
File	16:Gale Group PROMT(R)	1990-2004/Apr 15 (c) 2004 The Gale Group
File	148:Gale Group Trade & Industry DB	1976-2004/Apr 15 (c)2004 The Gale Group
File	160:Gale Group PROMT(R)	1972-1989 (c) 1999 The Gale Group
File	275:Gale Group Computer DB(TM)	1983-2004/Apr 15 (c) 2004 The Gale Group
File	621:Gale Group New Prod.Annou.(R)	1985-2004/Apr 15 (c) 2004 The Gale Group
File	636:Gale Group Newsletter DB(TM)	1987-2004/Apr 15 (c) 2004 The Gale Group

17/3,K/1 (Item 1 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
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3253385 Supplier Number: 03253385 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Security fears block the path for e-tail
(Cahoot launches virtual credit card)

New Media Age, p 20

September 20, 2001

DOCUMENT TYPE: Journal ISSN: 1364-7776 (United Kingdom)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 879

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...long overdue.

UK e-commerce take-up

Why not buy online

Don't want to give out details

Don't want to **buy** unseen **items**

Prefer shopping in **person**

Don't trust delivery

Think overall costs are higher

Think **delivery time** is too long

Other reasons

	UK 2000	UK 2001	Change
	62%	63%	1%
	58%	50%	-13%
	57%	53%	-7%
	18%	11%	-37%
	13%	8%	-36%
	18%	11%	-38%
	28%	19%	-31%
	UK 2000	UK 2001	Growth
Web users who have bought online	43%	56%	30%
People who have bought online	17%	28%	65%
Web users who bought in last 3 months	44%	56%	27%

People who bought online in...

17/3,K/2 (Item 2 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
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3090958 Supplier Number: 03090958

IBiz Watch: UPS Logistics

(UPS Logistics Group introduces eRoadnet, Web-based software to quickly
give shipping information to transportation officials)

Supermarket News, v 49, n 13, p 30

March 26, 2001

DOCUMENT TYPE: Journal ISSN: 0039-5803 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 86

TEXT:

UPS LOGISTICS GROUP, Baltimore, has announced the release of a new **product** called eRoadnet, a **Web**-based software **product** that helps transportation officials get fast information about shipping, including real- **time delivery** management. The new **product** can locate **customers** and **schedule** deliveries and service calls in real time. It can also create least cost routes, dispatch trucks and track **deliveries** in real **time**. "eRoadnet maximizes efficiency the instant an **order** is placed, setting the **stage** for our routing, **scheduling**, dispatch and tracking **products**," said Dan Owings, company spokesman.

...

17/3,K/3 (Item 3 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
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2919238 Supplier Number: 02919238 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Edward Hines to offer procurement via Web
(Edward Hines Lumber, with 13 units, to test an online procurement on
10/15/00, which will allow customers to order from a limited selection of
products)
National Home Center News, v 26, n 16, p 46
September 04, 2000
DOCUMENT TYPE: Journal ISSN: 0192-6772 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 375

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...online selling to expand its sales than it is about developing what
Hines called "the **correct** online environment" for its customers in terms
of providing them with a reliable way to place and track their **orders**
electronically . **Customers** participating in this test will have access
to information about pricing, product availability and **delivery** on a 24-
hour , seven-day-a-week basis. Edward Hines' outlets will handle local
order fulfillment . "We don't see this as a way of attracting business
from Rio de Janeiro..."

17/3,K/4 (Item 4 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
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2854515 Supplier Number: 02854515
E-TAILERS FAILING TO DELIVER
(Survey found that 12% of online orders in Canada are not filled at all;
survey points to shortcoming among Canadian e-tailers that may be
stopping shoppers from going extra click and buying something on-line)
Globe & Mail, p B1+
June 20, 2000
DOCUMENT TYPE: Regional Newspaper ISSN: 0319-0714 (Canada)
LANGUAGE: English RECORD TYPE: Abstract

ABSTRACT:

...Canada are not filled at all. The survey warns that the problem will
drive away **customers** if the problem is not addressed. **Consumers** will
turn to sites that deliver what they have **delivered** in the **time** frame
promised. Canadian **consumers** find **fulfillment** of **orders** to be one of
the least satisfying aspects of the **online** shopping experience. The
survey points to a shortcoming among Canadian e-tailers that may be...

...that is off to a strong start, with plenty of opportunities for players
willing to **step** up to the challenges. Online retailers need to act now,
before US competitors become firmly...
...E-tailers must bolster revenues by expanding into new businesses.
Canadian on-line retailers must **improve** their current fulfillment
performance. ...

17/3,K/5 (Item 5 from file: 9)

DIALOG(R)File 9:Business & Industry(R)
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2724784 Supplier Number: 02724784 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Special Report: The Automotive Supply Chain: Racing for the checkered flag
(Electronic content per automobile will total \$1,319 in 2003, vs \$894 per
car in 1998; automotive component revenues will reach estimated \$17.1 bil
in 2005, vs \$10.3 bil last year)
Electronic Buyers News, p 1+
February 14, 2000
DOCUMENT TYPE: Journal; Industry Overview ISSN: 0164-6362 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1893

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...industry has been credited with pioneering a number of supply-chain initiatives, including just-in- **time delivery** , quality- **improvement** programs, and information-sharing **processes** .

Next on the agenda: shortening the **order - fulfillment** gap between component suppliers and end **customers** , outsourcing production, leaving inventory management to others, and making better use of the **Internet** . Within the next decade, automakers will look more like "vehicle-brand owners," focusing on branding...

17/3,K/6 (Item 6 from file: 9)

DIALOG(R)File 9:Business & Industry(R)
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2596508 Supplier Number: 02596508 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Metal centers get MRO supply deals from Defense
(Metals USA and TW Metals, metal service centers, won \$50 mil contracts
from the Defense Industrial Supply Center)
Purchasing, v 127, n 3, p 32B26
September 02, 1999
DOCUMENT TYPE: Journal ISSN: 0033-4448 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 279

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...customers with direct access to our inventory and provides such benefits as enhanced materials management **process** and **customer delivery** response **time** ."

Both CEOs say that real-time **Web** access will allow selected facilities to place and track **orders** as required in **order** to meet their immediate and future demands for raw materials. It allows DISC better control over the MRO metals purchasing function, reduces its overhead, and **improves** cost management. In fact, "integrated supplier contracts allow our agency to shift to commercial logistics...

17/3,K/7 (Item 7 from file: 9)

DIALOG(R)File 9:Business & Industry(R)
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2507434 Supplier Number: 02507434 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Delivery Scheduler -- Descartes Upgrade Sets Home Deliveries
(Descartes Systems Group is adding Energy Schedule Optimization module and
a Wireless Dynamic Routing product to its DeliveryNet.com software suite)

Information Week, p 59

July 05, 1999

DOCUMENT TYPE: Journal ISSN: 8750-6874 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 236

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...enhance its DeliveryNet.com software suite, which is aimed at merchants that want to let **Web shoppers buy goods** and **schedule** a home **delivery** during a **time** window as small as 30 minutes. The upgrade will include the Energy **Schedule** Optimization module, which dynamically designs delivery **schedules** based on orders received over the Web, and a Wireless Dynamic Routing **product** that lets truck drivers in the field enter updates remotely.

Most of the technology to...

17/3,K/8 (Item 8 from file: 9)

DIALOG(R)File 9:Business & Industry(R)

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2404277 Supplier Number: 02404277 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Houston-Based Software Company to Buy Israeli Firm

(BMC Software to buy New Dimension Software Ltd (Israel) for about \$650 mil in cash, a deal that complements BMC's pending merger with Boole & Babbage)

Houston Chronicle , p N/A

March 09, 1999

DOCUMENT TYPE: Regional Newspaper ISSN: 0898-865X (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 632

(USE FORMAT 7 OR 9 FOR FULLTEXT)

ABSTRACT:

...scheduling, managing computer-generated output and documents, and security administration. Scheduling software makes sure the **correct** computer application runs when it's supposed to. Output management software ensures that **items** such as invoices and **sales orders** are printed and **delivered** to **customers** on **time**. Security software makes it easy for **network** administrators to centralize **user** IDs and passwords. BMC will employ about 5,000 people in 26 countries and will...

TEXT:

...scheduling, managing computer-generated output and documents, and security administration.

Scheduling software makes sure the **correct** computer application runs when it's supposed to. Output management software ensures that **items** such as invoices and **sales orders** are printed and **delivered** to **customers** on **time**. Security software makes it easy for **network** administrators to centralize **user** IDs and passwords.

"These (**products**) expand our portfolio and are complementary" to BMC's software, which helps corporate computer systems...

17/3,K/9 (Item 9 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
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2202944 Supplier Number: 02202944 (USE FORMAT 7 OR 9 FOR FULLTEXT)
From 150,000 to 500,000 tons at Charter Steel
(A \$90-mil expansion is close to being completed by Charter Steel, after 3.5 years)
New Steel, v 14, n 7, p 88+
July 1998
DOCUMENT TYPE: Journal ISSN: 0897-4365 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 3015

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...customers to understand their production patterns," Allegra says. "Then we plan our inventory and production **schedule** around our customers' consumption patterns. We don't sell from catalogs; we don't sell on the **Internet** ; we don't go out and solicit new **customers** every day."

This close coupling allows Charter to plan for just-in- **time** **delivery** cost-effectively. This planning becomes especially important when the average **order** is only 24 tons of green rod or 15 tons of **processed products** , Gano says.

The plant can produce about 200 grades, including low-, medium-, and high-carbon...

17/3,K/10 (Item 10 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2004 The Gale Group. All rts. reserv.

1908301 Supplier Number: 01908301 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Compaq Builds Global Transaction System
(Compaq is in the midst of building a massive extranet spanning 80 countries to better serve its restructured distribution and reseller channel)
CommunicationsWeek, p 1
August 11, 1997
DOCUMENT TYPE: Journal ISSN: 0748-8121 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 812

ABSTRACT:

...to configure, price and order products online, plus even do final assembly and testing of **products** . To achieve this, the company is creating one of the largest and most intricate reseller and **customer** extranets. Called Compaq **On Line** , the system will match **orders** with manufacturing and **delivery** , in real **time** . In addition, the extranet will link to the company's intranet to adjust manufacturing plans and **schedules** every eight hours at the company's plants in Dallas, Houston and Brazil, as well...

17/3,K/11 (Item 11 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
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1815030 Supplier Number: 01815030 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Randalls Encouraged by Early Home-Shopping Results
(Randalls to expand home-shopping service to Dallas, where it operates 54
Tom Thumb stores, and Austin, where it has 16 stores)
Supermarket News, v 47, n 16, p 41+
April 21, 1997
DOCUMENT TYPE: Journal ISSN: 0039-5803 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 622

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...of ways, such as by price, size, total calories, sodium content and kosher or nonkosher. **Item** screens provide the detailed nutrition information that would be found on the product label.

Customers can also place **orders** up to two weeks in advance, and make changes up to 90 **minutes** before the **scheduled delivery time**.

Payment methods include check, **electronic** funds transfer and major credit cards. **Customers** pay the driver when they receive the **orders**. In most markets where it partners with supermarket retailers, Peapod's employees pick, pack and...

17/3,K/12 (Item 12 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2004 The Gale Group. All rts. reserv.

1663216 Supplier Number: 01663216
On the mend
(US Surgical may have earnings after preferred dividends of \$85 mil in
1996, on a 9% increase in revenue)
Forbes, v 158, n 13, p 58+
December 02, 1996
DOCUMENT TYPE: Journal ISSN: 0015-6914 (United States)
LANGUAGE: English RECORD TYPE: Abstract

ABSTRACT:

...mil/year in operating costs in 1993, along with a \$138 mil restructuring charge. Other **changes** include now offering training to hospital nurses and technicians on how to use its surgical **equipment**, rather than just **selling the equipment**; and making substantial investments in warehouses and **computerized** inventory control systems to provide just-in- **time delivery** of its **products** to **customers**. US Surgical has also announced 12+ new **products**, including a new technology to treat benign prostate enlargement and an ultrasound device licensed from...

17/3,K/13 (Item 13 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
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1454022 Supplier Number: 01454022 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Scott Specialty Gases Opens Production Site in Texas

(Scott Specialty Gases opens specialty gas manufacturing center in Pasadena, TX)

Chemical Marketing Reporter, v 249, n 14, p 16

April 01, 1996

DOCUMENT TYPE: Journal ISSN: 0090-0907 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 122

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...acres in the Bayport industrial complex, has enabled Scott to increase production volume through faster **product** cycle times. The company says the **computerized scheduling** ensures on- **time** production and **delivery** of **customer orders** .

Scott says the laboratory capacity of the new facility is more than double that of...

17/3,K/14 (Item 1 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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02275782 86922671

The impact of powerful and weak customers on quality assurance systems and quality improvement programs

Groocock, John

TQM Magazine v12n6 PP: 372 2000

ISSN: 0954-478X JRNL CODE: TQM

WORD COUNT: 11443

...TEXT: primary reason for a customer imposing its quality assurance system on suppliers is to ensure **scheduled** delivery of conforming products, right the first time. Anything less disrupts the **customer** 's own manufacturing and sales. Use of **automatic processes** and "just in time" **purchasing** , manufacturing and inventory control systems makes right-the-first- **time deliveries** from suppliers even more important for **customers** . Consequently, the interaction between the quality assurance people of the **customer** and the supplier is less a mechanical **process** of acceptance and rejection and more a psychological game (Berne, 1964) as the former punish...

17/3,K/15 (Item 2 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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02187835 74772722

Unlocking the supply chain to build competitive advantage

Walker, Brian; Bovet, David; Martha, Joseph

International Journal of Logistics Management v11n2 PP: 1-8 2000

ISSN: 0957-4093 JRNL CODE: INLM

WORD COUNT: 3374

...TEXT: several months to a few days in most cases. Once the customer accepts a furniture **package** and commits to an order, Z-Axis automatically renders all customer choices into an accurate bill-ofmaterials and

transmits it **electronically** to SQA's manufacturing facilities. Within two hours, the **customer** and dealer receive an **order** confirmation and firm **delivery date**. Each of SQA's supply chain partners has access to actual **customer** demand and the bill-of-materials, as well as to information on shipment **schedules** and inventories. Dealers support this technology because it shortens cycle times, allowing dealers to meet...

17/3,K/16 (Item 3 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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02157959 72197739

International E-commerce fulfillment

Sowinski, Lara L

World Trade v14n5 PP: 60-62 May 2001

ISSN: 1054-8637 JRNL CODE: WLD

WORD COUNT: 963

...ABSTRACT: and demand chains makes it easier and less timely to resolve exceptions such as back **orders**, returns, and incorrect **orders**, while at the same **time** **improving delivery** times, **order** status, and **customer** satisfaction. Optum's TradeStream application (www.tradestream.com) helps manage **customer** fulfillment over the **internet** and promises to reduce inventory levels up to one-third. The **product** brings together information in real time to create supply-chain transparency. GoCargo.com's NaviPact...

...TEXT: and demand chains makes it easier and less timely to resolve exceptions such as back **orders**, returns, and incorrect **orders**, while at the same **time** **improving delivery** times, **order** status, and **customer** satisfaction.

Seeing the SC in Real Time

Optum's TradeStream application (www.tradestream.com) helps manage customer **fulfillment** over the internet and promises to reduce inventory levels up to one-third. The **product** brings together information in real time to create supply-chain transparency It's made up...

... provide available-to-deliver and order track-and-trace capabilities, resulting in lower inventory levels and **improved** customer fulfillment.

For example, TradeStream acts as the "availability button" on e-commerce sites by allowing **buyers** to calculate inventory availability, ability to meet shipping **schedules**, and cost of **delivery** in real **time** at the point of **purchase**. It then determines the inventory available from multiple suppliers in a trading **network** and allows **customers** to monitor the entire **order** -fulfillment process from **order** capture to final delivery. "The market is ready for a **product** that actually exists and performs as advertised. This is not an 'intent' to deliver. We...

17/3,K/17 (Item 4 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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02111422 64803619

The safety mandate: Volvo Trucks North America, Inc.--a true victory

Gustafson, Marc F

Fleet Owner PP: 23 2000

ISSN: 1070-194X JRNL CODE: FOW
WORD COUNT: 537

...TEXT: see that dramatic changes along these lines do happen. Consider the pay structures for overnight **package** carriers. Revenues are based on region, time sensitivity and weight.

It's obvious that **online sales** via the **Internet** are profoundly affecting freight transportation. **Consumers** clearly value a shipper's ability to **deliver** on **time**.

Clearly, there are a number of economic factors that should drive a **change** in the way shippers pay for freight transportation. Now we must change rate structures and...

17/3,K/18 (Item 5 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

02102446 65571071
Field report: E-business essentials: Job 1--some of the things we learned in Las Vegas
Vasilash, Gary S
Automotive Manufacturing & Production v112n12 PP: 38-42 Dec 2000
JRNL CODE: PRD
WORD COUNT: 2959

...TEXT: through sub-assembly stations for the axles, steering systems, engines, and radiators.)

The customer ordering **process** has been vastly simplified with the Fastrack **ordering** program, kicked off in May. The **Internet**-based system lets **customers** **order** a customized **step** van and accept delivery in just four weeks (GM's **delivery time** frame was about 12 weeks). Fastrack itself is a pretty sleek **process**, using one **order** and one invoice to **process** the vehicle, which is delivered with only one warranty for the whole vehicle. WCC also offers **step** van buyers free emergency roadside assistance via a Far-reaching sales and

17/3,K/19 (Item 6 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

02098233 64692832
An introduction to eBusiness strategies
Snider, Mark; Roberts, Adam
Pulp & Paper v74n11 PP: 33 Nov 2000
ISSN: 0033-4081 JRNL CODE: PUP
WORD COUNT: 689

...TEXT: new opportunities for marketing, up-selling, cross-selling, and targeted campaigns.

Demand planning. Using the **Internet** to share demand forecasts, inventory levels, point of **sales** data, and production **schedules** between **buyers** and suppliers can significantly reduce manufacturing, carrying, and shipping costs. **Delivery date** adherence can be dramatically **improved**. Suppliers can also provide **buyers** with services such as inventory

management and product design.

Quote to cash. The **Internet** can greatly streamline the quote to cash **process**. Bids and quotes can be obtained online using collaborative technology. Electronic catalogs simplify access to...

17/3,K/20 (Item 7 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

02061670 59443095
Being on line isn't enough
Sweeney, Theresa
Credit Union Management v23n9 PP: 40 Sep 2000
ISSN: 0273-9267 JRNL CODE: CUM
WORD COUNT: 285

...TEXT: navigation will boost end user satisfaction.

Speed and efficiency during transactions will keep servers and **customers fulfilled**. Ability to check inventory for availability and track **orders** can **improve customer** experiences significantly. A positive experience is also based upon on- **time** merchandise **delivery**.

After a transaction, companies must layer people and business incentives on top of technology to maximize **online customer** retention. Service initiatives, including quality personal attention, coupons or discounts, also make up for inconveniences...

17/3,K/21 (Item 8 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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02014973 52852686
The Roper Starch report
Forseter, Murray
Discount Store News PP: 48-56 2000
ISSN: 0012-3587 JRNL CODE: DSN
WORD COUNT: 3525

...TEXT: to be encouraged. Likewise, staffing stores with learned intermediaries" would help turn curious or ignorant **shoppers** into informed **buyers**.

Customization is as much about transaction **time** and **delivery** as it is about the **product**. Supermarkets, drug stores and other mass-merchant stores **selling** consumables could help speed transaction times by allowing **customers** to download or e-mail shopping lists and **schedule** times for home delivery. An **automated** phone order system for refills, already used by such companies as Walgreens and CVS, will...

17/3,K/22 (Item 9 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01993904 50614729
Sizzling Cisco

Reardon, Marguerite
Informationweek n775 PP: 46-61 Feb 28, 2000
ISSN: 8750-6874 JRNL CODE: IWK
WORD COUNT: 4657

...TEXT: company from the inside out."

True to that spirit, Cisco sells nearly 80% of its **products** over the **Internet**. It **electronically** delivers **orders** to 50 manufacturers that build its gear, and remotely tests the hardware, cutting **delivery time** to **users** from 23 to 10 days. It's so critical for every part of the organization to be in **step** with this E-business structure that IT has a key role in each acquisition (see...

17/3,K/23 (Item 10 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01988010 49883519
Collaborating on the Net
Harrington, Lisa H
Transportation & Distribution v4ln2 PP: D8-D15 Feb 2000
ISSN: 0895-8548 JRNL CODE: HLS
WORD COUNT: 2560

...TEXT: designed to facilitate true collaboration between organizations both inside and outside the enterprise using the **Internet**. It **delivers** real- **time** business **processes** that foster simultaneous **network** -wide collaboration among suppliers, production, distribution, and **customers** -for instance: real-time **sales** and operations planning (S&OP); vendor managed inventory (VMI/ECR); available to promise (ATP) and...

... flow of data that passes across their supply/demand networks. Companies can respond immediately to **changes** in demand and effectively coordinate activities and processes to reach maximum efficiency and gain competitive ...

17/3,K/24 (Item 11 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01983634 49324900
The product sales equation
Faletra, Robert
Computer Reseller News n880 PP: 16 Feb 7, 2000
ISSN: 0893-8377 JRNL CODE: CRN
WORD COUNT: 563

...TEXT: readership to break out services and charge for them separately. It was part of a **change** in the **product** sales equation. The advent of the **network** helped dramatically in allowing the channel to **sell** **products** and **networking** services separately. And so the equation began to lchange from **product + time and delivery = customer** satisfaction, to **product + services = customer** satisfaction. It wasn't long before the channel, working with dozens of different suppliers, was...

17/3,K/25 (Item 12 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)
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01916356 05-67348

E-business demands a new outlook on ROI

Shachtman, Noah

Informationweek n757 PP: 154-158 Oct 18, 1999

ISSN: 8750-6874 JRNL CODE: IWK

WORD COUNT: 1726

...TEXT: lumber companies and other materials suppliers since 1997, Bonzelaar measures the system's impact on **order fulfillment**. Did the **customer** get the right **order**, and was it **delivered on time**? By these standards, it's been a huge success. By replacing paper and **electronic** data exchange **purchase orders** with **Web**-transmitted requests, which go directly into the suppliers' manufacturing control systems, twoweek lead times for...

... days. What's more, 99.7% of 78,000 annual order deliveries are running on **schedule**.

These numbers mean more to Bonzelaar than any financial metrics. "We never put a piece...

17/3,K/26 (Item 13 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01903622 05-54614

Arrow extends services and customer service via extranet

Kovach, Caroline

Automatic I.D. News v15n11 PP: 41-42 Oct 1999

ISSN: 0890-9768 JRNL CODE: AIN

WORD COUNT: 744

...TEXT: to view Arrow's \$1 billion inventory, order parts, calculate prices and make last-minute **changes** to their orders seven days a week, 24 hours a day via a secured Internet connection.

(Illustration Omitted)

Captioned as: Once simply a package-tracking tool, Arrows extranet now gives **customers** real-time inventory visibility and **ordering** capabilities.

"The PRO-Series gives **customers** the ability to get real-time quotes for multiline **orders**, make real-time changes to the **delivery date** and quantities of scheduled **orders**, and **change** shipping methods up to the time of shipment," says Tom Hallam, president of Arrow's...

17/3,K/27 (Item 14 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01899926 05-50918

The Newton boys

Hanover, Dan

Chain Store Age v75n9 PP: 51-53 Sep 1999

ISSN: 1087-0601 JRNL CODE: CSA
WORD COUNT: 1629

...TEXT: a customer perspective," says Krasnow. "And we saw that this is an industry that can **improve** its offerings to the customer." Shoppers drop clothes off inside stores or via drivethrough windows...

... card numbers and in return receive barcoded garment bags that enable them to track the **status** of orders via the **Internet** . Accounts are charged **automatically** upon pick-up.

Zoots e-mails **customers** when **orders** are ready. Busy **shoppers** can request clean garments to be left in secure lockers in the Zoots lobby for 24- **hour pick - up** . **Customer** names, PIN codes and locker locations are displayed on screens in the locker area.

The...

17/3,K/28 (Item 15 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01865741 05-16733

IT investment and riskless management

Abrahami, Abe

Management Services v43n4 PP: 8-13 Apr 1999

ISSN: 0307-6768 JRNL CODE: MNS

WORD COUNT: 3596

...TEXT: be any combination of the following. For instance, IT may:

a - Improve efficiency

IT can **improve** efficiency in a number of ways, including: * eliminating or replacing unproductive work; * **improving** ease of communication between staff; * reducing or eliminating paper **processing** .

b - Provide new/ **improved** products & services to **customers**

Examples include: * **on - line** quotations and price lists; * 24 **hour delivery** ; * direct monitoring of stock levels with **automatic** reordering; * provision of product or market information; * **on - line** access to accounts; * reduced **ordering** times; * faster response to enquiries; * reduced paperwork;

* better after sales service;

* better communication.

c - Reduce...

17/3,K/29 (Item 16 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01864295 05-15287

Imagineering the future of the Internet: Sketches from the year 2010

Wright, Christopher M

American Society for Information Science. Bulletin v25n4 PP: 26-29
Apr/May 1999
ISSN: 0095-4403 JRNL CODE: BAS
WORD COUNT: 3063

...TEXT: up on hold. So Ostergaard replaced the catalogs with an online sales system. A later **improvement** allowed buyers to check online whether parts were actually in stock. The last **step** was to link to suppliers' systems, enabling the immediate transmission of **orders** for out-of-stock parts. Ostergaard can now guarantee 24- **hour delivery** on any part **ordered** , capturing more transactions and increasing **customer** satisfaction in the **process** .

Customer Relations: Companies are also using the **Web** to **automate** other interactions with customers. Here once again Cisco leads the way. Cisco's award-winning...

... Netscape users and RomTech game players beta-test new versions, identifying the bugs and suggesting **improvements** . Lego lets children write and post software on the Net to increase the functionality of...

17/3,K/30 (Item 17 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01850889 05-01881

Delivery scheduler

Dalton, Gregory
Informationweek n742 PP: 59 Jul 5, 1999
ISSN: 8750-6874 JRNL CODE: IWK
WORD COUNT: 237

...ABSTRACT: enhance its DeliveryNet.com software suite, which is aimed at merchants that want to let **Web shoppers buy goods** and **schedule** a home **delivery** during a **time** window as small as 30 minutes. The upgrade will include the Energy **Schedule** Optimization module, which dynamically designs delivery **schedules** based on orders received over the Web, and a Wireless Dynamic Routing **product** that lets truck drivers in the field enter updates remotely.

...TEXT: enhance its DeliveryNet.com software suite, which is aimed at merchants that want to let **Web shoppers buy goods** and **schedule** a home **delivery** during a **time** window as small as 30 minutes. The upgrade will include the Energy **Schedule** Optimization module, which dynamically designs delivery **schedules** based on orders received over the Web, and a Wireless Dynamic Routing **product** that lets truck drivers in the field enter updates remotely.
Most of the technology to...

17/3,K/31 (Item 18 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01802100 04-53091

Lotus to deliver Notes R5 this week after several delays

Bowen, Ted Smalley
InfoWorld v21n13 PP: 14 Mar 29, 1999
ISSN: 0199-6649 JRNL CODE: IFW
WORD COUNT: 298

...TEXT: Release 5 (R5) upgrade of the Notes and Domino platform, meeting its most recently revised **delivery schedule**. (See "Shipping **date** for Lotus Notes R5 slips again," [www .infoworld .com/printlinks.](http://www.infoworld.com/printlinks))

By the end of this month, **customers** will be able to **order** and download the final **product** code for R5 of Notes, Domino, and the Domino Designer development suite, according to Lotus...

17/3,K/32 (Item 19 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01738320 03-89310
Evaluating the maintenance process
Westerkamp, Thomas A
IIE Solutions v30n12 PP: 22-27 Dec 1998
ISSN: 1085-1259 JRNL CODE: INE
WORD COUNT: 3456

...TEXT: get material on hand. The vendor posts specifications, lists prices (including customized discounts), and quotes **delivery time** and the **customer** places **orders online**.

Keep rebuild kits available for quick **change** on essential **equipment** to minimize downtime.

Stock blanks instead of expensive finished parts. Finish them only as needed...

17/3,K/33 (Item 20 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01703709 03-54699
Numbers talk with DVA
Parks, Elizabeth
Machine Design v70n17 PP: A34-A43 Sep 24, 1998
ISSN: 0024-9114 JRNL CODE: MDS
WORD COUNT: 1193

...TEXT: helps customers consolidate shipping costs and paperwork since it supplies bearings, electrical and mechanical drive **products**, fluid-power products, industrial rubber products, linear technologies and specialty items. And orders can be **processed** quickly by the **Electronic Data Interchange**, a computer-to-computer link for document exchange. A faxed quote can be **delivered** within ten **minutes** of **order** placement. An **order** can easily be **changed**, and acknowledgment of an **order** easily and quickly obtained. With the **Electronic Funds Transfer** **customers** can **electronically** post payments, which reduces paperwork and increases accuracy.

Time is money

Part of how Applied...

17/3,K/34 (Item 21 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)
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01669561 03-20551

From 150,000 to 500,000 tons at Charter Steel

Woker, Craig

Iron Age New Steel v14n7 PP: 88-94 Jul 1998

ISSN: 0897-4365 JRNL CODE: IAM

WORD COUNT: 2737

...TEXT: customers to understand their production patterns," Allegra says. "Then we plan our inventory and production **schedule** around our customers' consumption patterns. We don't sell from catalogs; we don't sell on the **Internet** ; we don't go out and solicit new **customers** every day."

This close coupling allows Charter to plan for just-in- **time delivery** cost-effectively. This planning becomes especially important when the average **order** is only 24 tons of green rod or 15 tons of **processed products** , Gano says.

The plant can produce about 200 grades, including low-, medium-, and high-carbon...

17/3,K/35 (Item 22 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01615918 02-66907

Getting everyone on the same page

Bragg, Simon

Computerworld v32n14 PP: S13 Apr 6, 1998

ISSN: 0010-4841 JRNL CODE: COW

WORD COUNT: 697

...TEXT: office acquires or disposes of companies.

People pose another problem. For instance, you decide to **change** your orderprocessing system. Your business **process** re-engineering team envisions your **order** -taking clerks providing prospective **customers** with information such as credit-worthiness and estimated **delivery date** . Technically, it's quite simple these days because **order** -taking clerks can access this information **online** in real time.

However, the order takers are low-paid employees who need retraining to...

17/3,K/36 (Item 23 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01315878 99-65274

Recognizing excellence: In logistics strategies

Bergin, Sarah A

Transportation & Distribution v37n10 PP: 47-56 Oct 1996

ISSN: 0895-8548 JRNL CODE: HLS

WORD COUNT: 3432

...TEXT: order fill rates allows Abbott to be a leader in the health care marketplace. The **network** is designed to provide customers with the

flexibility to address specific supply channel needs. **Customers** can select **order** cycle time options such as plant delivery which delivers to hospital **customers** with an eight-day lead **time** , and **scheduled delivery** days from once a week to five days per week. According to Abbott, over 90% of its **customers** served by the Abbott DirectTM **network** use an established **schedule** .

Abbott's overriding goal is to be the high quality/low cost provider for health care **products** and services.

"In order for Abbott to remain competitive, we must continually reduce and contain...

17/3,K/37 (Item 24 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01231509 98-80904

Practices and performance highlights

Anonymous

Industry Week v245n12 PP: 26-27 Jun 17, 1996

ISSN: 0039-0895 JRNL CODE: IW

WORD COUNT: 821

...TEXT: by customer-requested dates. The plant discontinued measuring Six Sigma defect levels, instead focusing on **customer** needs, and switched to a **fulfillment process** targeted at 30% to 60% reductions in **order -to-delivery** cycle times. On- **time** shipment has **improved** to better than 95%.

GE Fanuc **Automation** North America, Charlottesville, Va., is aligning its manufacturing organization with "flow technology" concepts to be...

... move, says Donald Splaun, manager of flow technology, will achieve results of reduced cycle time; **improved** order-to-remittance time while reducing inventory; and **improved** internal quality. The facility-a maker of programmable logic controllers-has grown its sales volumes...

17/3,K/38 (Item 25 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01182838 98-32233

Specialties newsfront

Krivyakina, Marina

Chemical Marketing Reporter v249n14 PP: 16 Apr 1, 1996

ISSN: 0090-0907 JRNL CODE: CHM

WORD COUNT: 795

...TEXT: acres in the Bayport industrial complex has enabled Scott to increase production volume through faster **product** cycle times. The company says the **computerized scheduling** ensures on- **time** production and **delivery** of **customer orders** . Scott says the laboratory capacity of the new facility is more than double that of...

17/3,K/39 (Item 26 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

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01074603 97-23997

Forget "promise them anything...!"

Parker, Kevin

Manufacturing Systems Master the Supply-Chain Challenge Supplement PP: 12-20 Aug 1995

ISSN: 0748-948X JRNL CODE: MFS

WORD COUNT: 1925

...TEXT: apparel, carpeting, home furnishings, and industrial fiber products.

Previously, orders were entered manually after checking **product** availability, a process that could take days. What was wanted was the ability to take an **order** on the telephone and in two **minutes** commit to **delivery**. The company also wanted to offer **automatic** inventory replenishment, so **customers** wouldn't have to call **orders** in.

Chesapeake Decision Sciences, New Providence, N.J., a supplier of finite-capacity planning and **scheduling** software, and Endiston Corp., Charlotte, N.C., a technology consulting and systems integrator that had...

17/3,K/40 (Item 27 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01038860 96-88253

Office technology

Barth, Claire

Management Accounting v76n11 PP: 67-68 May 1995

ISSN: 0025-1690 JRNL CODE: NAA

WORD COUNT: 1785

...TEXT: for more efficient supply chain management and financial management. The new release is designed to **improve** inventory management and speed **product order and delivery time**. Key features include **User** -Defined **Order** Staging, **Automatic** Time Stamping, and the full support of radio frequency hand-held **automated** data capture terminals.

EssentialSoftware has released its enhanced Advanced Business Valuation software/CPE program. Version...

17/3,K/41 (Item 28 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00958394 96-07787

KnowledgeBase manufacturing

Repath, Kathleen M; Foxlow, Tim

Assembly Automation v14n4 PP: 21-25 1994

ISSN: 0144-5154 JRNL CODE: AAU

WORD COUNT: 3169

...TEXT: can generate a forecast for materials and capacity plans, even for "make/engineer to order" **products** for which the company cannot forecast every possible variation of the **product** that will be **ordered**.

Conventional MRPII manufacturing systems work poorly in environments with short manufacturing cycles. In **order** to meet a promised **delivery date**, many companies must begin producing the requisite components within hours of accepting the **customer order**.

Only by **automating** its business processes can the company meet this kind of dynamic **scheduling**. This applies particularly to industries with wide **product** variability and in which it can take less time to manufacture the **product** than to process the order, run MRP, generate component production **schedules** and launch them into production.

Using KnowledgeBase manufacturing, a company can automatically generate production schedules...

17/3,K/42 (Item 29 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00908071 95-57463

More U.S. grocers turning to ECR to cut waste

Triplett, Tim

Marketing News v28n19 PP: 3, 12+ Sep 12, 1994

ISSN: 0025-3790 JRNL CODE: MNW

WORD COUNT: 1095

...TEXT: who said they have no interest in ECR are likely to be making ECR-type **changes** to their businesses, such as computer-assisted **ordering**, space management, just-in-**time delivery**, continuous replenishment, cross-docking, **electronic** warehouse receiving, contract pricing, and **automatic** accounts payable, among others.

Coining the phrase efficient **consumer** response popularized a **process** that many large, **progressive** companies had already undertaken, said consultant Benjamin F. Ball, executive director of Dechert-Hampe & Co...

17/3,K/43 (Item 30 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00788171 94-37563

Time is the yardstick

Owen, Jean V

Manufacturing Engineering v111n5 PP: 65-70 Nov 1993

ISSN: 0361-0853 JRNL CODE: MFE

WORD COUNT: 4104

...TEXT: as a starting point, the new team soon pressed ahead on its own, making organizational **changes** and using computer technology to design a procedure to cut the 7-10-day **order processing** time to 24 hours. Today, says Wayman, who became the team spokesperson, **customers** get a firm price and **delivery** date on the spot. A simple form identifying the cutter series and variations wanted goes to Rockford as the **order** form. No more order folders: orders flow **electronically** via Wizard Mail. The team handles order entry, design, and bill of material, and crosstraining...

17/3,K/44 (Item 31 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00779768 94-29160

Key links in the supply chain

Muller, E J

Distribution v92n10 PP: 52-56 Oct 1993

ISSN: 0273-6721 JRNL CODE: DWW

WORD COUNT: 1535

...TEXT: buying patterns. Now we are prepared."

A LOOK INSIDE THE TEMSE DC

It is a **customer** order that drive Becton Dickinson's distribution process. All European **orders** are transmitted to, and processed in, its Belgium administrative offices, hard by the new DCs. **Delivery date** is the key--the computer system **automatically** calculates backwards from **delivery date** to arrange all the necessary **steps**. Once each **order** has been prioritized, it is transmitted to the DC. All incoming **product** at the DC is stored in the expansive high bay, which has a capacity of...

17/3,K/45 (Item 32 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00682596 93-31817

Marketing literature review

Leonard, Myron

Journal of Marketing v57n1 PP: 111-126 Jan 1993

ISSN: 0022-2429 JRNL CODE: JMK

WORD COUNT: 11764

...TEXT: Purchasing. 112 (February 20, 1992). pp. 69-71. Deregulation. Impacts. Competition. Market shares. Rates. Innovations. **Customer** expectations, Performance, Assessment!--125

Unite and Conquer. Peter Bradley. **Purchasing**. 112 (March 19, 1992), pp. 46-51. Competitive advantage. Market strategy. Procurement, Transportation. Effectiveness. Centralized. On- **time delivery**. Carrier input. **Automation**, Assessment. Case study!--126

Beyond Systems: Inventory Management Takes Center **Stage**. Dan Cooper and Frank Andrews, Retail Control. 59 (January 1991), pp. 16-23. Trends, Problems, Quick response, Skills, **Delegation** of authority, Promotions, Slow-moving items, Recommendations!--127
Quick Response--A Loss Prevention Company's...

17/3,K/46 (Item 33 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00667458 93-16679

Service centers focus on improvement for survival

Stundza, Tom

Purchasing v114n1 PP: 90B7-90B11 Jan 14, 1993

ISSN: 0033-4448 JRNL CODE: PRG

ABSTRACT: Metals service centers are in the middle of continuous quality **improvement**. While they **improve** the caliber of processed metal shapes

they deliver, they also must buy better grades of feedstock. Despite the recession and a saturated supply base, forward-thinking inventory-holding metals **processors** are deeply involved in new-equipment installation, **computerized processing**, statistical **process control**, just-in-**time delivery**, cycle-**time** reduction, paperwork elimination, post-**sale customer** service, total work-force quality training, and certified supplier programs. Service center executives admit that...

... in concert with downstream customers and upstream suppliers. Castle Metals has had a formal quality **improvement** program in place for a decade, and uses a system of face-to-face and mail surveys of customers to understand and adapt to **changing** customer requirements for processed metals and their delivery necessities and their service demands.

17/3,K/47 (Item 34 from file: 15)

DIALOG(R) File 15:ABI/Inform(R)

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00636962 92-51902

Gas Gets an Extra Boost with EDI

Burns, Sharon

Journal of Systems Management v43n9 PP: 8-9, 37 Sep 1992

ISSN: 0022-4839 JRNL CODE: JSM

WORD COUNT: 2068

...TEXT: is on its way. Meanwhile the terminal sends the completed paperwork indicating the amount of **product** delivered and the trucking company to the requesting oil company and the credit is **automatically** sent to the terminal.

Typically a **product order** from the service station is either a **scheduled** delivery (set amount of **product delivered** at a specific **time** interval) or on request based on **customer** demand. This **order** is initiated by the contract between the service station and the oil company, or through...

17/3,K/48 (Item 35 from file: 15)

DIALOG(R) File 15:ABI/Inform(R)

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00632561 92-47501

Critical IT Issues: The Next Ten Years

Benjamin, Robert I.; Blunt, Jon

Sloan Management Review v33n4 PP: 7-19 Summer 1992

ISSN: 0019-848X JRNL CODE: SMZ

WORD COUNT: 8871

...TEXT: to decompose into two subsets back office operation and decision support. Consider the order entry **process**. In the new architecture, the back office component will automatically set up the **order** in the file, schedule it into production, and assign a **delivery date** for the **customer**. The decision support component will give a **person** the tools to negotiate with the **customer** regarding the **order**, terms and conditions, and **delivery date**. The back office processes will change much less frequently than the decision support **processes**, thus providing functional isolation and easier maintenance.

This organization cannot be seen as fixed. What...

17/3,K/49 (Item 36 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00612733 92-27836

Today's Process Computers Deliver More Bang for the Buck

Manji, James F.

Controls & Systems v39n5 PP: 24-29 May 1992

ISSN: 0896-6052 JRNL CODE: PDE

WORD COUNT: 3182

...TEXT: visibility of actual yields vs. planned yields.

* Provides identification and visibility of costs to produce **products**, and monitoring of costs and tracking of ingredient, formula, and production costs.

* Improves and optimizes the planning of resources (materials, machines, and labor) necessary to produce end items and intermediates.

* **Improves customer service by automating the order** management and production planning process.

* **Improves on- time delivery** of end item to **customers**.

* **Improves** capacity and resource utilization.

* Provides tighter formula control, **changes**, revisions, and security.

* Provides lot traceability for product recall.

* Collects and monitors quality of **product** throughout the production process, and

* Integrates data from all areas of the organization.

In the...

17/3,K/50 (Item 37 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00597298 92-12471

Control System Suppliers View Changing Mill Relationships

Fadum, Ole

Pulp & Paper v66n2 PP: 44-46 Feb 1992

ISSN: 0033-4081 JRNL CODE: PUP

WORD COUNT: 2153

...TEXT: result of different funding levels.

Major forces driving the paper industry include the need for **improved** quality and customer service. "Customers are demanding much higher levels of **customer** service in the form of online **order** entry, online **order** status checking, **electronic** invoicing, higher consistent quality, **on-time delivery** of **orders**, and process information with the **order**," says Noddin.

Patterson adds that quality products and responsiveness to **customer** requirements are major issues for the industry. He points out that the ISO 9000 standard...

17/3,K/51 (Item 38 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00543408 91-17753

MRP II Provides the Answer to Handling Pressures of Growth

Barr, Gary

Industrial Engineering v23n3 PP: 56-57 Mar 1991

ISSN: 0019-8234 JRNL CODE: INE

...ABSTRACT: At the shop floor, the system integrates HMD's operational procedures covering manufacturing control, work **scheduling**, and capacity planning. This provides **automatic** reporting on the required type and location of components for **individual** jobs to the lowest levels, such as inventory control, and pushes **sales orders** through to on- **time delivery**. Major capital savings have been achieved by a phenomenal reduction of work in **progress** from 8 weeks to 5 days.

17/3,K/52 (Item 39 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00498967 90-24724

Computerized Routing: Gaining the Competitive Edge

Cassidy, William B.

Fleet Owner (Big Fleet Edition) v85n5 PP: 82-86 May 1990

ISSN: 0731-9622 JRNL CODE: FOW

...ABSTRACT: level of customer satisfaction. Simmons Co. (Atlanta, Georgia) is a leading mattress maker that receives **orders** for **products** from hundreds of **customers** every week. Simmons meets the demand of **delivering** on **time** through an **automated** routing system that has led to dramatic **changes** in the company's business. The computerized routing system has allowed Simmons to reduce the...

17/3,K/53 (Item 40 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00349944 87-08778

Getting the Right Stuff to a Market

Nicolato, Joseph L.

Handling & Shipping Management v27n10 (Presidential Issue) PP: 64-68 Sep 1986

ISSN: 0194-603X JRNL CODE: HLS

...ABSTRACT: Corp., has a new comprehensive Logistics and Vehicle Information System (LVIS) that will perform the **electronic** data interchange needed to meet the **customer** demand for on- **time delivery**. LVIS supports Volvo's entire logistics **process**, with modules for: 1. **sales** forecasting, 2. vehicle **ordering**, 3. **automated** allocation of vehicle orders, 4. production **scheduling** interface to vehicle shipping, 5. inland delivery, 6. invoicing, and 7. dealer sales and stock...

17/3,K/54 (Item 41 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00308650 86-09064

Facsimile Network Improves Service, Response Time

Anonymous

Telecommunication Products & Technology v4n2 PP: 64-65 Feb 1986

JRNL CODE: TPT

ABSTRACT: San Diego Gas & Electric (SDG&E) now has a consolidated network of facsimile machines to **improve** customer service and reduce telephone costs. The fax network, with a battery backup, provides increased...

... reduction in employee time and telephone costs should pay for the cost of the new **equipment** in less than a year. Efficiency improvements include: 1. faster **customer** service and **order processing**, 2. instantaneous internal communications, eliminating the internal mail system, and 3. **time** savings through **online delivery** of documents and drawings. The vendor selected by SDG&E was Panafax, which provides free...

17/3,K/55 (Item 42 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00227786 84-06347

Online Equals on Time

Anonymous

Viewpoint v11n6 PP: 1-3 Nov/Dec 1983

ISSN: 0091-5017 JRNL CODE: VIE

...ABSTRACT: Grand Rapids, Michigan) is continuing its growth as a world leader in office furnishings and **equipment**. Much of Steelcase's growth is due to its ability to produce consistently and to **deliver on time**. Timely **scheduling** is facilitated by an **online** computer **network** that controls and supports all functions from incoming **customer orders** to shipping centers. Steelcase's CICS/SNA computer **network** is supported by two IBM 3081s operating on a 24-hour, 6 day-a-week **schedule**. Some 600 IBM display terminals are online, as are dozens of IBM printers. The network ...

17/3,K/56 (Item 43 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00001705 72-00432

ORDER ENTRY - PRELUDE TO A MANAGEMENT INFORMATION-SYSTEM

SOBCZAK, THOMAS V.

DATA PROCESSING MAGAZINE VOL 13 NO 9 PP: 24 WINTER 71

JRNL CODE: DPR

ABSTRACT: WALDES-KOHINOOR, INC. INSTALLED A **COMPUTERIZED ORDER ENTRY** SYSTEM THAT RESULTED IN **IMPROVED CUSTOMER** -SERVICE BY REDUCING **DELIVERY TIME** OF STOCK **ITEMS** AND IT CUT BY 80 PERCENT ITS OWN TIME AND EFFORT IN ANSWERING **CUSTOMER** INQUIRIES ABOUT SHIPMENTS. WHEN AN **ORDER** IS RECEIVED IT IS TRANSCRIBED TO A SPECIAL FORM ON WHICH THE ORDER TAKER FILLS

...

17/3,K/57 (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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09197939 Supplier Number: 77009979 (USE FORMAT 7 FOR FULLTEXT)
A true victory.(trucking rate structure must change to protect driver safety) (Brief Article)
GUSTAFSON, MARC F.
Fleet Owner, v95, n11, p23
Nov, 2000
Language: English Record Type: Fulltext
Article Type: Brief Article
Document Type: Magazine/Journal; Trade
Word Count: 573

... see that dramatic changes along these lines do happen. Consider the pay structures for overnight **package** carriers. Revenues are based on region, time sensitivity and weight.

It's obvious that **online sales** via the **Internet** are profoundly affecting freight transportation. **Consumers** clearly value a shipper's ability to **deliver on time**.

Clearly, there are a number of economic factors that should drive a **change** in the way shippers pay for freight transportation. Now we must change rate structures and...

17/3,K/58 (Item 2 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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09035434 Supplier Number: 78782061 (USE FORMAT 7 FOR FULLTEXT)
Centergistic Teams With RightNow Technologies to Provide Up to the Minute Performance Statistics to Increase Contact Center Productivity.
PR Newswire, p7872
Oct 1, 2001
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 604

... via self-service, empowering customers to find their own answers. RightNow eService Center is a **Web**-based, scalable solution that responds instantly to **changes** in **customer** demand, such as seasonal spikes, **product** introductions, recalls, **sales** promotions -- anything that shifts a company's service capacity requirements.

AgentView integrates with RightNow eService Center to **deliver** intelligent, real **time** data on productivity throughout the **Web**-enabled **customer** service center. Combining AgentView with RightNow provides up to the minute information on critical statistics...

17/3,K/59 (Item 3 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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09031275 Supplier Number: 78731936 (USE FORMAT 7 FOR FULLTEXT)
E-business Leaders Reveal Productivity Strategies.
PR Newswire, p6910

Sept 28, 2001
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 402

... ROI, retain customers and optimize sales channels. The integration of web-based tools and traditional **processes** yield successes such as:

* One manufacturer's online service offerings generated a 20 percent productivity...

...a 40 percent improvement for customers' self-service inquiries.

* Another benchmarked industry leader used e- **sales** to increase on-time

deliveries by 50 percent and decrease **sales** call volume by 20 percent.

* One global technology company recently began to use online **ordering** ,

which decreased its **sales** volume by 20 percent, increased on- time **deliveries** by 50 percent, and significantly decreased errors related to

in- **person orders** .

"Best Practices in E-Business: Moving Beyond the 'E,'" is drawn from executive interviews and...

17/3,K/60 (Item 4 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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08995118 Supplier Number: 78358401 (USE FORMAT 7 FOR FULLTEXT)

Leveraging the Internet in the post dot-com world.

CRISP, DAVID

Grocery Headquarters, v67, n8, p32

August, 2001

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 955

... the supermarket that they were coming in for pickup--allowing dry cleaning counters to pre- **stage** the clothes for pickup.

Another area that could use **Internet** -enabled pre- **ordering** is the deli counter. **Customers** could pre- **order** holiday meals, lunches or dinners through the store's website, select a **pickup time** and enter a credit card to pre-pay the **order** . Similarly, **Web** -enabling could easily extend to the florist and butcher to simplify **scheduling** and staffing.

Through Web-enabling and Internet hybrids, supermarkets can complement their existing infrastructures. This...

17/3,K/61 (Item 5 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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08825400 Supplier Number: 76693312 (USE FORMAT 7 FOR FULLTEXT)

LG Electronics U.S.A. Deploys the webMethods Integration Platform To

Streamline Trading Partner Relationships Throughout its Global Supply Chain.

PR Newswire, p4138

July 23, 2001

Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 933

... officer of LG Electronics, U.S.A. Inc. "By leveraging the webMethods integration platform, LG **Electronics** has greatly **improved** visibility into the **delivery** chain. To **date**, we have significantly decreased the response time required to **fulfill orders** and invoice **customers** as well as **improving** inventory accuracy."

Working with KPMG Consulting, LG **Electronics** U.S.A. Inc. implemented the webMethods integration platform and RosettaNet standards to automate critical...

17/3,K/62 (Item 6 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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08756810 Supplier Number: 75920962 (USE FORMAT 7 FOR FULLTEXT)
Gearworks Releases etrace 2.0, a Powerful Mobile Communications and Work Management Platform for Transportation and Field Service Industries.

PR Newswire, pNA

June 27, 2001

Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 762

... 2.0 features include:
Real-time data for arrival, pick-up and drop-off of **goods** and completion
of services
Signature capture for proof of delivery
Customized and **automated** messaging between dispatchers and contractor/drivers
User -defined etrace SmartForms(TM)
Web -based dispatcher interface for managing the fleet -- setting up new
stops and work **orders / deliveries**, real- **time** tracking and status updates
Web -based, real-time map views of entire vehicle fleet for dispatcher
GPS-based driving directions
etrace **improves** communications and workflow between field workers and the home office -- resulting in a better utilization...

17/3,K/63 (Item 7 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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08730154 Supplier Number: 75635273 (USE FORMAT 7 FOR FULLTEXT)
Ryder Acquires Fulfillment Operations of Sameday.com.

Business Wire, p2483

June 19, 2001

Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 952

... Sameday provides Syntempo Supply Chain Event Management software to manufacturers, retailers and logistics providers.

Syntempo **improves** inventory utilization and **order** fill rates by enabling **customers** to optimize **product** sourcing, manage transactions, monitor execution and resolve exceptions in real **time** . **Web** -based and **delivered** as a hosted solution, Syntempo rapidly integrates with existing **order** and inventory systems and quickly and efficiently incorporates new **customers** , facilities, suppliers and logistics providers. Syntempo is used by Fortune 500 companies in the aerospace, high-tech, telecommunications, consumer **goods** , retail and logistics industries.

About Ryder

Ryder provides a continuum of leading-edge logistics, supply...

17/3,K/64 (Item 8 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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08645728 Supplier Number: 74796448 (USE FORMAT 7 FOR FULLTEXT)

ZiLOG Selects FedEx For Global Delivery Alliance; Says FedEx International Priority Direct Distribution System Tightens Supply Chain, Improves Customer Service, Saves Money.

Business Wire, p0290

May 21, 2001

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 677

... services to our customers, as well as a way to simplify our logistics system and **improve** our supply-chain management," said Patrice O'Connell, worldwide logistics manager for ZiLOG. "In working...

...are able to offset incremental costs associated with providing door-to-door service to our **customers** through cost savings and have the money-back guarantee of on- **time delivery** and performance."

The FedEx IPD system helps **customers** accelerate and **automate** the **order - fulfillment** portion of their supply chains, using the state-of-the-art FedEx transportation and technology...

17/3,K/65 (Item 9 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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08562066 Supplier Number: 73854203 (USE FORMAT 7 FOR FULLTEXT)

MAPICS Reports Second Fiscal Quarter Earnings of \$0.07 Per Share Before Goodwill Amortization; Expects To Achieve Significant Full Year Earnings Gain.

Business Wire, p2708

April 30, 2001

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 1368

... latest Internet-based tool that guides customers through a series of selections to configure a **product** for their particular needs and enables the automation of numerous sales-related activities. Commerce, an **Internet** storefront solution, integrates with MAPICS' planning and **scheduling** offering to enable **customers** to reserve plant capacity to guarantee on- **time delivery** of their **orders** . These and other MAPICS offerings are part of our overall solution that manufacturers can use...

17/3,K/66 (Item 10 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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08548174 Supplier Number: 73602296 (USE FORMAT 7 FOR FULLTEXT)
**TCSI Introduces Catalant Service Fulfillment Suite To Asia Pacific Market
at PT SUPERCOMM Asia.**
Business Wire, p0755
April 24, 2001
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 949

... are well-positioned to contribute to the region's ambitious
communications goals."

About Catalant Service **Fulfillment Suite**
Catalant SFS is an integrated, **customer**-centric **network**
management system that allows service providers to produce real- **time** ,
single-click service **delivery** , including **order** management, service
scheduling , and service provisioning. As a high-end complement to the
existing Catalant **product** family, Catalant SFS is designed for service
providers who need to automate complicated service and...

17/3,K/67 (Item 11 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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08504899 Supplier Number: 73025695 (USE FORMAT 7 FOR FULLTEXT)
IBIZ WATCH; B-TO-B HIGHLIGHTS.
Supermarket News, p30
March 26, 2001
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 512

... databases, graphics and more.

UPS Logistics Group, Baltimore, has announced the release of a new
product called eRoadnet, a **Web**-based software **product** that helps
transportation officials get fast information about shipping, including
real- **time delivery** management. The new **product** can locate **customers**
and **schedule** deliveries and service calls in real time. It can also
create least cost routes, dispatch trucks and track **deliveries** in real
time . "ERoadnet maximizes efficiency the instant an **order** is placed,
setting the **stage** for our routing, **scheduling** , dispatch and tracking
products ," said Dan Owings, company spokesman.

17/3,K/68 (Item 12 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

08465062 Supplier Number: 72382013 (USE FORMAT 7 FOR FULLTEXT)
TCSI Launches Catalant Service Fulfillment Suite.
Business Wire, p0093
March 28, 2001
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 871

... the same time reduce manual data entry workloads and internal operating costs."

About Catalant Service **Fulfillment Suite**

Catalant SFS is an integrated, **customer** -centric **network** management system that allows service providers to produce real- **time** , single-click service **delivery** , including **order** management, service **scheduling** , and service provisioning. The easy-to-use, **online** environment increases the efficiency of service providers' existing networks by enabling the creation of automatic service orders and **schedules** based on customers' requests. Enhanced services can be deployed with such features as the Customer...

17/3,K/69 (Item 13 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

(c) 2004 The Gale Group. All rts. reserv.

08190693 Supplier Number: 68707065 (USE FORMAT 7 FOR FULLTEXT)

FIELD REPORT: E-BUSINESS ESSENTIALS: JOB 1 -- SOME OF THE THINGS WE LEARNED IN LAS VEGAS.

Automotive Manufacturing & Production, v112, n12, p38

Dec, 2000

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 3214

... through sub-assembly stations for the axles, steering systems, engines, and radiators.)

The customer ordering **process** has been vastly simplified with the FastTrack **ordering** program, kicked off in May. The **Internet** -based system lets **customers** **order** a customized **step** van and accept delivery in just four weeks (GM's **delivery** **time** frame was about 12 weeks). FastTrack itself is a pretty sleek **process** , using one **order** and one invoice to **process** the vehicle, which is delivered with only one warranty for the whole vehicle. WCC also offers **step** van buyers free emergency roadside assistance via a far-reaching sales and service network, and...

17/3,K/70 (Item 14 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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08154650 Supplier Number: 68209744 (USE FORMAT 7 FOR FULLTEXT)

Microsolve Computer Capital Inc. - Alliance with Leading US Loan Decision Company.

Business Wire, p0392

Dec 19, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 449

... origination system and Cyberbranch's Navigator loan decision software.

CyberBranch, a recognized innovator in the **Internet** banking industry with a history of creating leading edge, customer-driven solutions, has a **sales** **network** across the United States and supports a **customer** base of more than 300 credit unions. Their Loan NavigatorTM is a comprehensive lending tool that **delivers** real- **time** lending decisions in less than a minute.

Microsolve's ProLender is a scalable, **Internet** -based loan application and management system that speeds and streamlines the loan origination and completion **process** . Using standard web browser software and Internet access, loan applicants can submit secure loan applications... processors through a central connection. The result is more efficient, lower-cost loan processing and **improved** customer service for the financial institution. Using the application service provider (ASP) model, ProLender is...

17/3,K/71 (Item 15 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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08134391 Supplier Number: 67926491 (USE FORMAT 7 FOR FULLTEXT)
Sundance Catalog Company Strengthens Fulfillment Network With CommercialWare's New E-commerce Solution.
Business Wire, p2420
Dec 12, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 540

... IT Manager at Sundance Catalog Company. "collaborate.dot.commerce will enable us to develop a **fulfillment network** with our suppliers that will allow us to view the **status** of an **order** , easily make **changes** and ensure on- **time delivery** to provide a higher level of **customer service** -- even when the **order** is **fulfilled** by a partner."

"The **Internet** is opening new doors for retailers and this is only the beginning. Collaboration within the...

17/3,K/72 (Item 16 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

08053861 Supplier Number: 67005742 (USE FORMAT 7 FOR FULLTEXT)
Holiday Disaster?
Parker, John
Traffic World, v264, n7, p28
Nov 13, 2000
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 425

European e-retailers have **improved** the **online purchasing** experience for **customers** but continue to have problems **delivering goods on time** . According to an Andersen Consulting survey of 162 websites, European e-retailers are facing the...

17/3,K/73 (Item 17 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

08043788 Supplier Number: 66916846 (USE FORMAT 7 FOR FULLTEXT)
HighJump Software and Tompkins Associates Join Forces.
PR Newswire, pNA
Nov 14, 2000
Language: English Record Type: Fulltext

Document Type: Newswire; Trade
Word Count: 896

... customers' supply chain execution needs -- solutions that provide complete adaptability to meeting unique and ever- **changing** needs. e-Fulfillment Advantage seamlessly integrates with leading e-commerce storefronts to ensure speed and accuracy in picking, packing, and **delivery**. It provides real- **time** visibility of inventory and **order status** for the end **customer** and managers alike, **automates** the **fulfillment process** to maximize efficiencies and productivity, easily and rapidly configures to a company's unique fulfillment...

17/3,K/74 (Item 18 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

08024793 Supplier Number: 65845256 (USE FORMAT 7 FOR FULLTEXT)
RFQ Software Seeks The 'Perfect' Match. (Perfect.com Inc's PerfectMarket RFQ engine) (Product Announcement)
Moozakis, Chuck
InternetWeek, p22
Oct 9, 2000
Language: English Record Type: Fulltext
Article Type: Product Announcement
Document Type: Magazine/Journal; Trade
Word Count: 540

Start-up Perfect.com Inc. wants to **change** that perception by adding some old-fashioned horse-trading capabilities to those newfangled **online** sites.

The company's PerfectMarket RFQ engine, to be released this week, lets **buyers** and sellers **automate** the negotiation **process**, giving participants the option to haggle over everything from price to **delivery date**.

"It's streamlined the **buying process**," said David Morken, president of Bandwidth.com, an **online** marketplace that sells broadband connectivity to enterprises. The company began using PerfectMarket last month.

"Before...

17/3,K/75 (Item 19 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

08019899 Supplier Number: 66697483 (USE FORMAT 7 FOR FULLTEXT)
Gomez Identifies Winning E-tailing Strategies for 2000 Holiday Shopping Season.
Business Wire, p2304
Nov 8, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 644

... the challenges that plagued them in the 1999 shopping season. E-tailers have focused on **improving** the online customer experience and expect that this will allow them to capitalize on a growing market opportunity, an opportunity Gomez estimates at \$11.4 billion in 2000 **online** holiday retail **sales**.

The study reveals that e-tailers are investing in **customer service, fulfillment, and on-time delivery** in order to improve the quality of their **Internet** services this holiday period. **Customer service** is the top priority, as 88 percent of retailers state that they are **improving** this critical aspect of their online offering. Retailers are employing a variety of strategies to...

17/3,K/76 (Item 20 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

07965700 Supplier Number: 66571291 (USE FORMAT 7 FOR FULLTEXT)
Diamond Tree Technologies Selected by TTI Telecom For Robust Process Management Tool.

PR Newswire, p7813

Nov 1, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 651

... s NetCAP is used by First Tier telecommunications network providers to manage and control infrastructure **changes** due to service provisioning and **network** growth. Diamonds' collaborative top-down tree structure will model **customers'** business processes and manage hundreds of work **orders** and service/maintenance processes. By integrating Diamonds into NetCAP, TTI Telecom expects to reduce **delivery time** of **network** infrastructure **products** and enhance **customer** service provisioning.

"Offering Diamonds to our customers as part of the NetCAP **product** enables them to manage and control their main business processes such as service provisioning, new...

17/3,K/77 (Item 21 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)
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07949639 Supplier Number: 64383485 (USE FORMAT 7 FOR FULLTEXT)
FAO Schwarz Relaunches FAO.com to Bring "E-Magic" Buying Experience to Online Shopping Community.

Business Wire, p2366

August 21, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 1114

... site now offers "persistent shopping." With it, customers can now select from an array of **items**, add them to their "shopping bag," and if in a hurry, come back at a later **date** to **pick up** where they left off, finish the checkout process and complete their **purchase**. And, once an **order** is placed, a unique **order** number is **assigned** to enable **customers** to track their shipments **online**.

Just For Fun

A place for the kids in all of us, the revamped FAO...

17/3,K/78 (Item 22 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

07919067 Supplier Number: 66182401 (USE FORMAT 7 FOR FULLTEXT)
Fourth Shift Announces the Release of 'Your Customer Center'.
PR Newswire, pNA
Oct 18, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 770

... carts." When customers return to the website to place another order, they can access the **items** directly without having to search for them again in the catalog by selecting saved carts...

...Customer Center is integrated with the manufacturer's back-office fulfillment system, it provides real- **time delivery** commitments based on current production schedules and demands.

Online Order Status and Account Information Improves **Customer Service** and **Customer Satisfaction**

Customers and customer service representatives can go **online** anytime and get real-time order **status** information. They can view invoices, see when a payment was received, and whether an order...

17/3,K/79 (Item 23 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

07889700 Supplier Number: 65902454 (USE FORMAT 7 FOR FULLTEXT)
New Study from the Boston Consulting Group and Visa International Forecasts Growth of Online Retailing in Latin America to Reach \$580 Million in 2000.
PR Newswire, pNA
Oct 10, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 1048

... operational difficulties. Mystery shopping exercises in Argentina, Brazil and Mexico revealed that many Latin American **online** retailers need to **improve** their **product** selection, **customer** service capabilities and on- **time delivery** performance in **order** to succeed. For example, out of 118 sites tested, 52 did not respond to e...

17/3,K/80 (Item 24 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

07881136 Supplier Number: 65834955 (USE FORMAT 7 FOR FULLTEXT)
Bluestone Software Provides B2B and B2C Platform to Food Manufacturer Supplier; Bluestone's Total-e-Business Platform to Power New E-commerce Web site for KOCH Supplies.
Business Wire, p2043
Oct 9, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 860

... B2C) edition of Bluestone's comprehensive, J2EE- and XML-based Total-e-Business platform, to **automate** the ordering process with its distributors and **customers** by receiving, processing and fulfilling

orders over the Internet . The Bluestone-based, on-demand, e-commerce ordering and fulfillment system will speed delivery time , streamline inventory tracking, and improve customer service, while reducing administrative costs associated with manual order processing .

Total-e-B2C is also enabling rapid development and deployment of KOCH's electronic storefront, while allowing the company to integrate its Web storefront with its back-office fulfillment , distribution, and inventory systems. By leveraging pre-built e-commerce software components, such as user...

17/3,K/81 (Item 25 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

07865138 Supplier Number: 65686677 (USE FORMAT 7 FOR FULLTEXT)
E-Stamp's DigitalShipper Enterprise Selected by SanDisk to Automate Shipping Process.

PR Newswire, pNA
Oct 3, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 896

... The system provides comparisons for overseas shipping rates and produces all required paperwork to ship packages internationally, thereby cutting costs while improving time -to- delivery .

DigitalShipper Enterprise, powered by Kewill systems, is a complete, automated shipping solution that enhances customer service by providing e-mail notifications when orders are shipped, status for existing orders, and real time tracking of packages shipped. The solution also allows vendors to track, audit and produce reports providing valuable information...

17/3,K/82 (Item 26 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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07812221 Supplier Number: 65254108 (USE FORMAT 7 FOR FULLTEXT)
Oshkosh Truck Revolutionizes Defense Supply Management System; Oshkosh Truck Develops E-Business Aftermarket Parts Solution for U.S. Marine Corps.

Business Wire, p2299
Sept 15, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 417

... said Robert G. Bohn, chairman, president and chief executive officer of Oshkosh.

By integrating all steps of supply chain management, from customer order to component delivery, the CLS initiative sets up...

...Truck supply system, which routes the request to the closest parts and service location, decreasing delivery time . In addition, the customer is able to obtain real-time information on order status and delivery date from a secured web site.

The goal of the CLS program is to reduce the MTRV's life cycle...

17/3,K/83 (Item 27 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

07790020 Supplier Number: 65126522 (USE FORMAT 7 FOR FULLTEXT)
**Leading Woodwork Manufacturer Selects Bluestone Software's B2C Platform;
Bluestone's Total-e-Business™ to Power New B2C Online Ordering System
within 90 Days.**
Business Wire, p2180
Sept 11, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 1122

... processing and fulfilling orders over the Internet. States Industries sells made-to-order hardwood panel **products** directly to about 350 distributors and original equipment manufacturers (OEMs), which will now be able to place **orders** and check **order status online**. The Bluestone-based, on-demand, **ordering** system will speed **delivery time** and **improve customer** service, resulting in a significant competitive advantage for States Industries.

With Bluestone's technology at...

17/3,K/84 (Item 28 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

07778099 Supplier Number: 65006908 (USE FORMAT 7 FOR FULLTEXT)
**Manhattan Projects Supercharges Automotive Service By Launching RepairTalk
2.5(TM) with RepairWeb(TM).**
PR Newswire, p5790
Sept 6, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 582

... used by dealerships across North America. RepairTalk 2.5 effortlessly cuts telephone hold time, letting **customers** quickly learn the status and the costs of their repair **order0** via a simple telephone menu. Once repairs are completed, **customers** can easily schedule a **pick - up time** for their car using their telephone keypad. **Customers** can also use the power of the Internet to get information on their repair or schedule a **pick - up time**, by using their PC to access the dealer's RepairWeb module.

RepairTalk 2.5 also lets **customers** directly connect to the service manager or the **sales** or parts department. If the customer chooses to speak with a service writer, the 'screen...

17/3,K/85 (Item 29 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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07752507 Supplier Number: 64785062 (USE FORMAT 7 FOR FULLTEXT)
Fasturn Adds Leading International Apparel Agents to its Global Network.
PR Newswire, pNA
August 28, 2000
Language: English Record Type: Fulltext

Document Type: Newswire; Trade
Word Count: 709

... agent relationships allow buyers using Fasturn to expand their sourcing opportunities, and our technology allows **buyers** to keep an eye on their **order** throughout the supply chain, ultimately **improving** their business processes which saves **time** and **delivers** higher margins."

Fasturn's global agents continually expand the company's current **network** of 2,500 member factories worldwide and are also responsible for the ongoing monitoring of **product** quality and factory operations, negotiating price and dealing with critical local export issues.

A leading...

17/3,K/86 (Item 30 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

07595892 Supplier Number: 63596637 (USE FORMAT 7 FOR FULLTEXT)
Getting Automotive and Trucks Parts Just Got Faster; AUTOVIA Enhances Internet Service -- Auto Shops to Eliminate Costly Delays That Cut into Profits.

Business Wire, p0219
July 21, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 706

... vehicle they are working on. Then they choose the parts they need. The AUTOVIA service **automatically** displays each local vendor's stock information on the desired parts. The **customers** then select the parts he wants and AUTOVIA **processes** the **order** instantly.

AUTOVIA also reduces the time it takes for repair shops to place an **order** by 70 percent and **improves delivery time** by as much as 20 minutes. These two important factors can eliminate delays in the **ordering process** that cut into a repair shop's profits.

"Seeing all of my distributors and their...

17/3,K/87 (Item 31 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

07524753 Supplier Number: 62827541 (USE FORMAT 7 FOR FULLTEXT)
Back to front.(supply chain management in E-commerce sites)(Industry Trend or Event)
HUNTER, PHILIP
Computer Weekly, p64
May 18, 2000
Language: English Record Type: Fulltext
Document Type: Tabloid; Trade
Word Count: 1851

... a powerful framework for more efficient integration of its supply chain, moving towards just-in- **time delivery** , lowering costs and **improving customer** service. For example, perishable **goods** such as strawberries could be **ordered automatically** at short notice when the point of sale system at a particular branch indicates that...

17/3,K/88 (Item 32 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

07498987 Supplier Number: 62748085 (USE FORMAT 7 FOR FULLTEXT)
No wrong numbers at Tele Danmark. (Brief Article)
MALONEY, DAVID
Modern Materials Handling, v55, n7, p48
June 1, 2000
Language: English Record Type: Fulltext
Article Type: Brief Article
Document Type: Magazine/Journal; Trade
Word Count: 1788

... but I have much more flexibility," notes Petersen.

He adds that he can add promotional **products** and alter the picking schedules to accommodate special conditions or large orders. Urgent orders can now be **processed** within three hours. Catalog and **Internet orders** in by 1:00 PM ship same day. Most other **customer orders** are either **processed** same day or according to the promised **delivery date**.

Most important of all, Petersen's crew was able to participate fully in planning and...

17/3,K/89 (Item 33 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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07492705 Supplier Number: 62915982 (USE FORMAT 7 FOR FULLTEXT)
Infinium Launches Business Focused on Customer Relationship Management Solutions; Infinium CRM Empowers Companies to Compete by Optimizing Customer Loyalty.
Business Wire, p2395
June 26, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 423

... to the Aberdeen Group.

The Infinium CRM business unit provides a fully integrated suite of **customer** relationship management solutions that enable companies to **improve customer** service and increase back- **selling** opportunities by providing up-to- **date**, relevant **customer** information **delivered** via wireless devices. Infinium CRM can be implemented internally by **customers** or accessed via an application service provider such as Infinium ASP.

"As intense, international, **Web** -enabled competition makes it increasingly difficult to differentiate among **products**, smart companies are realizing the value of converting from a **product** -centric to a customer-centric focus," said Terry Joint, General Manager of Infinium CRM. "Infinium..."

17/3,K/90 (Item 34 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

07489991 Supplier Number: 62899303 (USE FORMAT 7 FOR FULLTEXT)
Andrew Corporation's Order Status Online System Enables Real-Time Order Tracking.
Business Wire, p0198

June 23, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 418

... to Andrew customers worldwide and can be used to verify order details and check order **schedules** and shipping dates. Where supported by the carrier's tracking software, for example UPS or Federal Express, the system will show **date delivered** and **recipient** 's name. The new system is available 24 hours a day, 365 days a year.

Within the **Order Status Online** System, **users** can research orders by date, purchase order number, Andrew part number, or customer part number. The initial screen reveals: item, Andrew part number, order quantity, cable length, **scheduled** ship date, and actual ship date. A second screen provides additional shipping information, including carrier
...

17/3,K/91 (Item 35 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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07457692 Supplier Number: 62723964 (USE FORMAT 7 FOR FULLTEXT)
Datastream Enters Into Alliance to Provide NextJet(SM) Same-Day Delivery Technology to iProcure Customers.
PR Newswire, pNA
June 5, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 789

... couriers with commercial airline systems to provide e-commerce companies the fastest way to ship **products** to their customers. A 24-hour-a-day, seven-day-a-week service, NextJet will integrate at the iProcure(TM) **network** 's point-of- **purchase** , giving **customers** real- **time** **delivery** **scheduling** information and the option to receive their part or supply within hours of **purchase** .

"When a machine is out of service, it can cripple an operation. This costs a...

17/3,K/92 (Item 36 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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07455444 Supplier Number: 62657129 (USE FORMAT 7 FOR FULLTEXT)
The Roper Starch report. (Statistical Data Included) (Illustration)
Forseter, Murray
Discount Store News, v39, n8, p49
April 17, 2000
Language: English Record Type: Fulltext
Article Type: Statistical Data Included; Illustration
Document Type: Magazine/Journal; Trade
Word Count: 3962

... to be encouraged. Likewise, staffing stores with "learned intermediaries" would help turn curious or ignorant **shoppers** into informed **buyers** .

Customization is as much about transaction **time** and **delivery** as it is about the **product** . Supermarkets, drug stores and other

mass-merchant stores **selling** consumables could help speed transaction times by allowing **customers** to download or e-mail shopping lists and **schedule** times for home delivery. An **automated** phone order system for refills, already used by such companies as Walgreens and CVS, will...

17/3,K/93 (Item 37 from file: 16)

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07396097 Supplier Number: 62284336 (USE FORMAT 7 FOR FULLTEXT)

ARC E-Business Forum - The Impact on Manufacturing & Logistics.

Business Wire, p0305

May 24, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 605

... transformed their supply-chain management model to "one of close supplier relationships, closely coordinated production **scheduling**, 'just-in- **time** ' **delivery**, and **electronic order processing**."

Internet marketplaces grab attention because of the potential **purchasing** savings for **buyers**, according to Steve Banker, the Research Director for E-Chain Management at the ARC Advisory...

17/3,K/94 (Item 38 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)
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07317569 Supplier Number: 62019323 (USE FORMAT 7 FOR FULLTEXT)

PurchasePro.com Launches Fastest Marketplace Solutions in Industry; Suite Of New Products Gets E-Marketplaces Up And Running In 45 Days Or Less.

Business Wire, p1131

May 11, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 1068

... easily and efficiently links distributors with a large number of their buyers. By incorporating preferred **buyers** into their private label e-marketplace, distributors can increase **sales**, improve **customer** service and reduce costs. The v-Distributor solution lets **customers** offer just-in- **time** **delivery** by integrating the supply chain from manufacturer directly to end- **user** **customer**, saving time and money. In addition, **customers** can **automate** the entire RFQ/PO process **online**, respond to changing markets in real time, instantly update their product mix, and change pricing or develop **product** discounts while eliminating the cost of paper catalogs. E-marketplaces utilizing PurchasePro's v-Distributor...

17/3,K/95 (Item 39 from file: 16)

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07267407 Supplier Number: 61719755 (USE FORMAT 7 FOR FULLTEXT)

MarketSoft Captures Local, National, and Industry Honors.

PR Newswire, p7589

April 17, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade
Word Count: 858

... the company's flagship solution, eLeads(TM), and the recently introduced eOffers(TM). These two **products** form a synergistic suite that, for the first **time**, **delivers** The Marketing **Network** (TM), a coordinated business practice to accelerate **customers'** **buying** cycles. The eOffers offer management and optimization solution drives **Internet** demand by **improving** the timeliness and relevancy of offers and promotions delivered to customers. MarketSoft's eLeads next...

17/3,K/96 (Item 40 from file: 16)
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07255240 Supplier Number: 61641804 (USE FORMAT 7 FOR FULLTEXT)
An Age of Choice.(retail and food service industries)
Forseter, Murray
Drug Store News, v22, n5, p47
April 10, 2000
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 3972

... to be encouraged. Likewise, staffing stores with "Learned intermediaries" would help turn curious or ignorant **shoppers** into informed **buyers**.

Customization is as much about transaction **time** and **delivery** as it is about the **product**. Supermarkets, drug stores and other mass-merchant stores **selling** consumables could help speed transaction times by allowing **customers** to download or e-mail shopping lists and **schedule** times for home delivery. An **automated** phone order system for refills, already used by such companies as Walgreens and CVS, wilt...

17/3,K/97 (Item 41 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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07225881 Supplier Number: 61554624 (USE FORMAT 7 FOR FULLTEXT)
3Com Honors Winners of Fourth Annual Retail Network Innovation Awards;
E-Commerce and Web Technologies Transform Business for Creative Retailers.
Business Wire, p1655
April 18, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 1278

... a database at periodic intervals.
In-Store Networked Solution: The Home Depot, Inc. (Atlanta)
Home- **improvement** leader The Home Depot is making an **improvement** of its own with Depot Direct, which **changes** the way appliances are delivered at retail. The Depot Direct system, now being deployed at...

...to determine product availability in real-time. The associate then works with the customer to **schedule** a delivery slot, specify delivery and installation options (such as removing an old appliance) and offer an extended warranty. The application **automatically** places the **order** into

the appliance vendor's computer system and confirms the delivery reservation through the **Internet**. Store associates, appliance vendors and **delivery** agents have real- **time** access to the **order** feed and view. By bringing e-commerce **fulfillment** to retail appliance **sales**, The Home Depot offers greater convenience and more selection to **customers** while reducing its own inventory expenses and handling costs.

Internet -Based Store Management: The Home Depot, Inc. (Atlanta)
Manual reporting of store performance information is...

17/3,K/98 (Item 42 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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07225094 Supplier Number: 61550798 (USE FORMAT 7 FOR FULLTEXT)
Vitria Supports Siebel eBusiness 2000; Siebel Systems and Vitria Partner to Deliver eBusiness Solutions to Communications Industry Leaders Including NorthPoint Communications.

Business Wire, p0219
April 18, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 921

... Network."
Communications Customer Success
NorthPoint Communications, a joint Vitria and Siebel Systems customer, provides broadband **Internet** access using DSL technology. Leveraging their combined eBusiness strengths, NorthPoint has been able to streamline **order fulfillment**, reduce **time** to complete service **delivery**, and **improve** its understanding and response to **customer** needs.

"The overwhelming demand for high-speed **Internet** access has made DSL services one of the fastest growing segments in the industry," said...

17/3,K/99 (Item 43 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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07224349 Supplier Number: 61543721 (USE FORMAT 7 FOR FULLTEXT)
Don't get caught in the chinks of supply chains; As sophisticated electronic technology has increased consumer expectations, direct sellers are having to rethink their distribution offer and equally, logistics providers are having to step up their services.

Capper, Jan
Precision Marketing, p20(2)
April 17, 2000
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 1479

... service proposition. According to Logistics Consulting Partners, a consultancy in supply chain management and solutions, **consumers** already expect to select **goods**, **buy** them and receive a committed **delivery date online**. Demand for timed delivery, **online** tracking and stock checking plus different delivery points all add to the pressure on logistics providers to **step** up their service.

"With E-business clearly a growth area, prices will become increasingly transparent and many **products** will become more of a

commodity. The two key differentiators will be the distribution channel...

17/3,K/100 (Item 44 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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07157393 Supplier Number: 59971783 (USE FORMAT 7 FOR FULLTEXT)
On-line Merchants Could Face Late Fines.
Chain Store Age Executive with Shopping Center Age, v76, n2, p188
Feb, 2000
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 153

A class- **action** lawsuit filed in Washington state charged Toys "R" Us with "deceptively" luring **customers** to **order** merchandise through its **Web** site, toysrus.com, even though the chain knew it could not **deliver** the **orders** on **time**. Toysrus.com president John Barbour admitted in late December that about 5% of its **on - line orders** would not be shipped in **time** for Christmas **delivery**. Other retailers, including eToys, said they too failed to satisfy all orders on time.

Aside from private litigation, **fulfillment** problems could put a company in violation of the Federal Trade Commission's Mail or...

17/3,K/101 (Item 45 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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07100707 Supplier Number: 60014318 (USE FORMAT 7 FOR FULLTEXT)
Intelisys Enables B-Sting Apparel to Reach Millions of New Business Customers Online.
Business Wire, p0213
March 9, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 901

... million small and medium-sized businesses.

After 30 years manufacturing traditional retail apparel, B-Sting **changed** its focus to sell to the corporate promotional market in 1999. That move, to **sell** high-quality commodity **items** at competitive prices (frequently **delivered** within 48 **hours**), has been answered with a 70 percent reorder rate from B-Sting's corporate **customers**.

Also in 1999, the company launched an **electronic** catalog via their **Web** site to begin selling directly on the Internet to corporate end users, and has easily...

17/3,K/102 (Item 46 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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07095129 Supplier Number: 59832660 (USE FORMAT 7 FOR FULLTEXT)
Warehouses don't need to get tangled in the Web - A variety of technologies and techniques are allowing peaceful-even profitable- coexistence between distribution centers and the Internet. (Internet/Web/Online Service Information)
Gurin, Rick

Frontline Solutions, v1, n2, p22
Feb, 2000
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Professional
Word Count: 1750

... Supply Chain Analyst Steve Banker says their back-end systems need to adapt to these **changing** work-flow patterns. "Traditional WMS software is too silo-specific. It won't be able to ride the Internet wave as effectively as (e- **fulfillment** software) could."

So how can cutting-edge companies successfully ride the **Internet** wave? By trying to meet what Banker calls the "perfect **order fulfillment** metric." This means to be a key player in the .com world, companies must be able to:

deliver customer orders on time ,
ship the proper quantities,
provide what the **customer** wants with no unauthorized substitutions,
bill the **customer correctly** .
More than a **Web** -based front end

According to Banker, reaching the perfect order **fulfillment** metric requires more than a WMS with a slick Internet interface. "In of itself, an ...

17/3,K/103 (Item 47 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

07076643 Supplier Number: 59637962 (USE FORMAT 7 FOR FULLTEXT)
Cover Story -- Sizzling Cisco -- Profits Have Risen For 41 Straight Quarters, And At Least 25 Acquisitions Are Expected This Year. Will This Company Ever Hit A Wall? (Company Operations)

Reardon, Marguerite
InformationWeek, p46
Feb 28, 2000
Language: English Record Type: Fulltext Abstract
Document Type: Tabloid; General Trade
Word Count: 4554

... company from the inside out."
True to that spirit, Cisco sells nearly 80% of its **products** over the **Internet** . It **electronically** delivers **orders** to 50 manufacturers that build its gear, and remotely tests the hardware, cutting **delivery time** to **users** from 23 to 10 days. It's so critical for every part of the organization to be in **step** with this E-business structure that IT has a key role in each acquisition (see...

17/3,K/104 (Item 48 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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07072270 Supplier Number: 59610459 (USE FORMAT 7 FOR FULLTEXT)
Norstan Alliance Expands Capabilities in Internet Conferencing Market.
Business Wire, p0580
Feb 22, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 485

... nbsp;;Based in Portland, Oregon, Envoyglobal.com is the leading application service provider for **Internet** conferencing. Its **products** and services enable businesses to communicate more effectively with distributed workforces and **customers** . Founded in 1986, Envoyglobal.com **delivers** a real- **time** , interactive communication medium to **improve sales** and return on investment allowing companies to participate fully in the **Internet** economy. For more information, access the company's web site at www.envoyglobal.com.

...

17/3,K/105 (Item 49 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

07023292 Supplier Number: 59419636 (USE FORMAT 7 FOR FULLTEXT)
Special Report: The Automotive Supply Chain -- Racing for the checkered flag. (Technology Information)
Shah, Jennifer Baljko
Electronic Buyers' News, p1
Feb 14, 2000
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 1754

... industry has been credited with pioneering a number of supply-chain initiatives, including just-in- **time delivery** , quality- **improvement**0 programs, and information-sharing **processes** .

Next on the agenda: shortening the **order - fulfillment** gap between component suppliers and end **customers** , outsourcing production, leaving inventory management to others, and making better use of the **Internet** .

Within the next decade, automakers will look more like "vehicle-brand owners," focusing on branding...

17/3,K/106 (Item 50 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06999113 Supplier Number: 59189202 (USE FORMAT 7 FOR FULLTEXT)
Enticent.com Formed and Launches First Incentive Rewards Program...`No Points, No Miles...Just Talk'.
Business Wire, p1255
Feb 4, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 574

... promotions for websites through their No Points, No Miles . . . Just Talk!(TM) This campaign provides **consumers** with free phone **time** , **delivered** instantly by email, upon the completion of a required **online action** such as providing information, making a **purchase** , or learning about a **product** or service.

“**Consumers** are excited about our program because the rewards are instant and can be used almost...

17/3,K/107 (Item 51 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

06983377 Supplier Number: 59042518 (USE FORMAT 7 FOR FULLTEXT)

TALKING HEADS. (Industry Trend or Event) (Industry Overview)

Chemical Market Reporter, v257, n3, p7

Jan 17, 2000

Language: English Record Type: Fulltext

Article Type: Industry Overview

Document Type: Magazine/Journal; Trade

Word Count: 2106

... working with existing customers and have just launched 'MyAccount@Dow,' a global service which enables users to place orders and access information on them, such as delivery time and order status .'

Beyond improving Dow's service to existing customers , Kepler sees the Internet , through its e-commerce trading site, bringing new channels to customers -- such as auction bidding...

17/3,K/108 (Item 52 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

(c) 2004 The Gale Group. All rts. reserv.

06939920 Supplier Number: 58610647 (USE FORMAT 7 FOR FULLTEXT)

Online Holiday Shoppers Are Very Satisfied With the Experience.

PR Newswire, p2781

Jan 17, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 512

... 2 percent about prices. But 37 percent had positive comments, including being satisfied with quick delivery time , ease of finding and ordering items , and with prices.

The importance of customer satisfaction was underscored Jan. 5 when a Seattle online shopper filed a class- action suit against Toysrus.com for not delivering before Christmas.

While the average amount spent online...

17/3,K/109 (Item 53 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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06911143 Supplier Number: 58455877 (USE FORMAT 7 FOR FULLTEXT)

Shadowpack Launches First Free Personal Wireless Interface; Providing the Mobile Public With Access to Personalized Information and Secure Commerce From Interactive Handheld Devices.

Business Wire, p1171

Jan 6, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 1980

... database publisher specializing in worldwide travel information, delivering Shadowpack members information on flight and train schedules , hotel listings and rental car information.

Kozmo.com is the first company that seamlessly integrates online shopping with direct consumer delivery in under-an- hour , so Shadowpack members in cities with Kozmo locations can rent or purchase

movies, DVDs, books, magazines, music, food and other convenience items ,
all **delivered** in under-an- hour .

TheStreet.com provides uncompromising, objective financial news,
providing Shadowpack members with the day's news...

17/3,K/110 (Item 54 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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06904458 Supplier Number: 58429232 (USE FORMAT 7 FOR FULLTEXT)

GERS Retail Systems to Show Its Latest Solutions At CES 2000.

Business Wire, p0017

Jan 3, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 522

... and more time planning and monitoring performance.

A complete workflow automation system, RetailAlert enables the
automatic execution of activities in a business **process** as well as the
ability to immediately notify **users** or **customers** of any business
condition represented in the database such as a **change** in **delivery**
date or upcoming **sale** .

OfficeLink2000 rounds out GERS' Workforce Empowerment initiative by
providing seamless integration between GERS' enterprise applications...

17/3,K/111 (Item 55 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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06872886 Supplier Number: 58063927 (USE FORMAT 7 FOR FULLTEXT)

Decentralizing the Online Market.

MARKOWICZ, BERNARD P.

Traffic World, v260, n9, p23

Nov 29, 1999

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 750

... historical data on sales by area, merchants are able to preposition
inventories closer to their **customers** . **Online order** systems will
assign orders to the inventory center closest (or cheapest) to the
delivery point, in real **time** . Merchants will be able to monitor
progress of distributed **fulfillment** operations and issue **orders** to
maintain optimal inventory levels at all locations.

In the **online** world, where barrier to entry is low and price
comparison is only a click away...

...in the hands of their customers. As the world turns, we are likely to
see **changes** in how online merchants manage their physical distribution
channels, and this likely will mean more...

17/3,K/112 (Item 56 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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06872304 Supplier Number: 57889243 (USE FORMAT 7 FOR FULLTEXT)

New Penn Announces Interactive Web Site.

Business Wire, p1637
Dec 1, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 460

... the World Wide Web to on-board computers in the pickup and delivery trucks.

The **status** of a shipment **changes** in real- **time** from "Out-for-Delivery Today" to "Now Enroute to be Delivered" to "Now Being Delivered" to " **Delivered** ," including the actual **date** and time. **Customers** may enter the pro, pickup label, bill of lading or **purchase order** number to get the current **status** of a shipment.

Online shipment reports are created from "live data" to get the most current and accurate information...

17/3,K/113 (Item 57 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06865450 Supplier Number: 58171605 (USE FORMAT 7 FOR FULLTEXT)
BrightStar Joins Siebel Systems' Alliance Program as a Premier Consulting Partner.

PR Newswire, p0440
Dec 13, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 974

... billion by 2003. Siebel is the undisputed leader in the burgeoning CRM industry. Siebel's **Web** -based solutions for eSales, eMarketing and eService offer shorter **sales** cycles, quicker resolution of service issues and more value **delivered** over **time** at each **stage** of **sales** and service.

With this agreement BrightStar is able to offer its **clients** the benefits that come from a complete range of integrated e-business solutions, including e...

...Siebel Systems' products with other e-business solutions will provide organizations with the ability to **improve** the way they build and manage customer relationships by expanding their access to large volumes...

17/3,K/114 (Item 58 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06856190 Supplier Number: 58071333 (USE FORMAT 7 FOR FULLTEXT)
Canada's LOGICORP Selects Astea's ServiceAlliance(R).

PR Newswire, p7294
Dec 8, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 1094

... and the management of tasks and milestones associated with computer network installations. AllianceMobile (TM), a **Web** -based remote communications option, will help to **improve** field service performance at

customer sites and speed billing cycles with pro forma invoices issued at the **time** of field service **delivery**. **Customer** self-service over the **Internet** with AllianceWeb (TM) will increase **customers** ' service options and limit the impact of **sales** growth on LOGICORP's helpdesk call volume and staffing requirements.

Integrated Order Processing

Said Porter, "Among all of ServiceAlliance's tightly integrated functionality and automation, order processing and...

17/3,K/115 (Item 59 from file: 16)

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06797032 Supplier Number: 57481867 (USE FORMAT 7 FOR FULLTEXT)

One Vendor, One Solution -- Businesses Turn To ERP To Help Simplify Their

Supply Chains And Avoid Integration Hassles. (enterprise resource planning vendors expand into supply-chain management) (Industry Trend or Event)

Baron, Talila

InformationWeek, p108

Nov 8, 1999

Language: English Record Type: Fulltext Abstract

Document Type: Tabloid; General Trade

Word Count: 1710

ABSTRACT:

...for 60 percent of the \$4 billion supply-chain software market. Supply-chain software tracks **orders** and **delivery schedules** in real **time**, which is vital to **electronic** commerce. Baan's Supply Chain **Order** Promising software is intended to maximize **customer order - fulfillment** at the most-profitable levels across several production sites, and the Baan Enterprise Solutions combines...

...office functions. SAP's SAP APO offers supply chain and demand planning, forecasting, distribution planning, **scheduling**, and product and factory planning. PeopleSoft's Enterprise Performance Management software can be combined with...

17/3,K/116 (Item 60 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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06719846 Supplier Number: 56248218 (USE FORMAT 7 FOR FULLTEXT)

ICT GROUP Names Paul Clough VP/GM of Internet Support Services Division.

Business Wire, p1106

Oct 13, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 602

... Services, the company's new business division created in response to the growing need for **improved customer** service on the **Internet**.

This division focuses exclusively on **delivering** consistent, real-time **customer** support for e-business **sales** and service through its integrated E-Solutions **product** offering.

As VP/GM of ICT **Internet** Support Services, Clough will be responsible for expanding ICT GROUP's E-Solutions, developing new...

17/3,K/117 (Item 61 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)
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06719836 Supplier Number: 56248206 (USE FORMAT 7 FOR FULLTEXT)
ICT GROUP Forms Internet Support Services Division Dedicated to Providing Integrated E-Solutions.
Business Wire, p1089
Oct 13, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 721

... has been created in response to the growing need for e-commerce companies to provide **improved customer sales** and service support on the **Internet** .

Using ICT GROUP's E-Solutions **product** offering, the division will focus exclusively on **delivering** consistent, real- **time customer** support in an integrated multi-media contact center environment capable of supporting inquiries received via...

17/3,K/118 (Item 62 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)
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06650453 Supplier Number: 55806583 (USE FORMAT 7 FOR FULLTEXT)
J.D. Edwards Delivers Flexible E-Business Solutions to Customers Worldwide.
PR Newswire, p0069
Sept 21, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 820

... D. Edwards to implement an Internet-designed supply chain management solution and create a collaborative **network** with its lifeblood trading communities in **order** to improve its ability to respond to **customers** .

"In **order** to stay ahead of the competition, we need to give our **clients** visibility and real- **time** status information on **deliveries** and product **schedules** ," said Dr. Michael Muller-Wunsch, director of services/operations for Central Europe at Herlitz. "J...

17/3,K/119 (Item 63 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)
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06648307 Supplier Number: 55796908 (USE FORMAT 7 FOR FULLTEXT)
OrderFusion and Ariba Join Supply Chain and Demand Chain Capabilities; Alliance Merges Business-to-Business Sell-Side and Buy-Side Using Commerce cXML.
Business Wire, p0435
Sept 20, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 626

... of Magnitude that are also registered on the Ariba Network service will be able to **process** orders and **automatically** notify customers of

status changes.

This combined solution will also enable end- users at buying organizations to use the Web to access order status or make changes regarding delivery date or location. The integrated solution will provide the opportunity for both customers and suppliers to dramatically reduce transaction costs and achieve the fastest time to benefit.

"Using...

17/3,K/120 (Item 64 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06472617 Supplier Number: 55077891 (USE FORMAT 7 FOR FULLTEXT)
Delivery Scheduler -- Descartes Upgrade Sets Home Deliveries. (Editorial)
Dalton, Gregory
InformationWeek, p59
July 5, 1999
Language: English Record Type: Fulltext
Article Type: Editorial
Document Type: Magazine/Journal; Tabloid; General Trade
Word Count: 237

... enhance its DeliveryNet.com software suite, which is aimed at merchants that want to let Web shoppers buy goods and schedule a home delivery during a time window as small as 30 minutes. The upgrade will include the Energy Schedule Optimization module, which dynamically designs delivery schedules based on orders received over the Web, and a Wireless Dynamic Routing product that lets truck drivers in the field enter updates remotely.

Most of the technology to...

17/3,K/121 (Item 65 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06433579 Supplier Number: 54972260 (USE FORMAT 7 FOR FULLTEXT)
OpenPlus International Announces OpenPlus Financials for Education; Software Gives School Districts the Power to Proactively Manage Budgets and Control Costs.
Business Wire, p0229
June 23, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 732

... can benefit.

OpenPlus Financials for Education transforms school district business offices into proactive agents of change. For example, to better establish budgetary control, any user can define pre-determined levels of...

...a budget threshold is met, OpenPlus will alert the appropriate staff, suggest a course of action, and provide step-by-step instructions -- all based upon the school district's preferred business processes. As another example, OpenPlus could automatically alert users when vendor deliveries don't match the original purchase order, based on price, delivery date or quantity.

"Managing a school district has become increasingly demanding, yet most of today's...

17/3,K/122 (Item 66 from file: 16)
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06267662 Supplier Number: 54368823 (USE FORMAT 7 FOR FULLTEXT)
CyberGistics to Provide State-Of-The-Art Fulfillment Capabilities to OrderTrust Network.
Business Wire, p1211
April 14, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 564

... fully integrated into the OrderTrust network. The OrderTrust Commerce Advantage Program enables technology providers, commerce **Web** developers and other **electronic** commerce service providers to leverage OrderTrust 's back-end **order** processing infrastructure to **deliver** fast time -to-market **electronic** commerce solutions.

"Through our integration with the **OrderTrust network** , we are able to offer our **customers** state-of-the-art order processing capabilities that integrate with our current distribution and **fulfillment** operations, a necessary factor which is often overlooked as companies begin deploying e-commerce initiatives...

...leaders like OrderTrust will continue to be a focus for us as we strive to **improve** distribution and fulfillment management into the 21st century by utilizing ground-breaking technologies that streamline...

17/3,K/123 (Item 67 from file: 16)
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06250728 Supplier Number: 54274464 (USE FORMAT 7 FOR FULLTEXT)
SYNTRA Announces Alliance with Oracle.
Business Wire, p1313
April 1, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 595

... business applications. The advanced compliance and logistics capabilities of GLS enable organizations to reduce their **order -to-delivery** cycle **time** and provide superior **customer** service on a worldwide basis."

SYNTRA GLS software eliminates barriers to global trade by **automating** every **step** of the international trade **process** . It manages all aspects of cross-border logistics to optimize and extend a company's...

17/3,K/124 (Item 68 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06164729 Supplier Number: 53989137 (USE FORMAT 7 FOR FULLTEXT)
Hitachi's Internet Commerce Software Incorporates Cutting-Edge Address Verification Technology.
Business Wire, p1306

March 2, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 763

... The growth of the IC market has provided organizations with a cost-effective method to **improve** their customer relationships. The seamless integration of RAVES with TradeLink will provide Hitachi's **customers** with **improved** efficiency and speed of operations so that **products purchased online can be delivered on-time.**"

"Hitachi has a long-standing commitment to **customer** satisfaction," said Mark Collett, Director of Hitachi Computer **Products** (America), Inc. "It was important for TradeLink to integrate an open, cutting-edge solution for..."

17/3,K/125 (Item 69 from file: 16)
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06058805 Supplier Number: 54841618 (USE FORMAT 7 FOR FULLTEXT)
Building Smart Sites for Hungry Shoppers. (Sitara Networks, HP) (Company Business and Marketing)
Hurley, Hanna
Network, pNA
Oct 1, 1998
Language: English Record Type: Fulltext Abstract
Document Type: Magazine/Journal; Trade
Word Count: 854

... happened after they clicked that Submit button* It's simple, yet it's one more **step** toward making your customers believe you will satisfy their needs and desires.

Also, after **buyers purchase** an item, an automailer should notify them that the **order** was received; they should also be informed of the **delivery time** frame* If you request a lot of information about **customers**, don't ask them to resubmit it every time they **order** * Improve your **customer** service by storing your **buyers'** data and preferences.

My own personal Web rage is ordering an **item** only to receive an e-mail later saying it's not in stock* Since I...

17/3,K/126 (Item 70 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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05991744 Supplier Number: 53360387 (USE FORMAT 7 FOR FULLTEXT)
CMP Media's EDTN Network, PCNalert.com Partner to Offer a Solution for Product Obsolescence Information.
Business Wire, p1454
Dec 7, 1998
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 744

... are looking forward to announcing the partnership and providing one more extension to the EDTN **Network.**"

Using **Internet** -based technologies, PCNalert.com **deliveries** time -critical, **action** -triggering information directly to **individual** engineers and **purchasing** specialists who need to act on this information.

Individuals select the companies, **product** categories and types of notices they want, and avoid the time wasted on wading through...

17/3,K/127 (Item 71 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

05990418 Supplier Number: 53357734 (USE FORMAT 7 FOR FULLTEXT)
Buyers seek higher quality at lower cost.
Stundza, Torn
Purchasing, p23(1)
Nov 19, 1998
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 3524

... To get where Maytag wants to be in 2001 and beyond, "we are introducing dramatic **change** and **improvement** to our existing supply base," Rossberg says. The goal is have the highest-performing, lowest...

...and other materials. The mission will include the use of such tools as continuous cost **improvement**, just-in- **time delivery**, enhanced inventory management, and **electronic** -data-interchange-based **scheduling**, **ordering**, and expediting. He notes that **buyers** already are involved in such **processes** as advanced quality planning, revised supplier selection, quality measurement, supplier development, supplier certification, and supply...

17/3,K/128 (Item 72 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

05940800 Supplier Number: 53192203 (USE FORMAT 7 FOR FULLTEXT)
How To Buy Analog ICs -- Buying Strategies.(Industry Trend or Event)
Roos, Gina
Electronic Buyers' News, p64(1)
Nov 9, 1998
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 2034

... sourcing strategy is to have partnerships that give me flexibility so I can give my **customers** what they demand from us-new technology, availability, on- **time delivery**, and quality," Totz said.

In the volatile semiconductor market, many **purchasers** try to devise sourcing strategies up front so they don't run up against problems...

...Their role is to make sure that they negotiate the best price and get their **orders** on the books on **time** so product is **ready** for their product ramp," Henry said. " **Purchasers** should make sure that they place **orders** as soon as possible so the supplier can get materials **staged** to meet their production ramp."

Closely tied to availability is the supplier's commitment to...

17/3,K/129 (Item 73 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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05934825 Supplier Number: 53180862 (USE FORMAT 7 FOR FULLTEXT)
**FROM THE EDITOR: MANUFACTURERS ARE MOVING TOWARD INTEGRATED
LOGISTICS. (Industry Overview) (Editorial)**

Adrian, Peter
Manufacturing Automation, v8, n1, pNA
Nov 1, 1998
Language: English Record Type: Fulltext
Article Type: Industry Overview; Editorial
Document Type: Magazine/Journal; Trade
Word Count: 1571

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

Manufacturing **Automation** notes that manufacturers confront vital challenges in the area of logistics, driven by key **customer** demands for compressed **order -to- delivery** cycles, shorter **time -to-market**, special handling, and rapidly **changing** customized **products** . The lack of integration among the manufacturing systems and applications that support supply chain logistics...

17/3,K/130 (Item 74 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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05880311 Supplier Number: 53060532 (USE FORMAT 7 FOR FULLTEXT)
**Saville Announces New Version of Its Convergent Billing Platform for Oracle
That Includes GSM, CLEC and Web Enablement Capabilities.**

Business Wire, p1737
Sept 28, 1998
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 922

... one of the world's most widely deployed and fastest-growing mobile communications offerings. --Enhanced **user** interface - designed with **customer** service triggers that **improve customer** service by making the system easier to use and reducing training **time** . -- **Improved network** service **delivery** - new service **order** functionality, triggered by **customer** and **network** activity, make **network** service delivery more efficient and transparent to customers with a "shopping basket" approach to customer care. --Flexible architecture - includes a more flexible account and **product** structure and open invoice accounting support. --Interconnect Billing Platform (IBP(TM)) compatibility - can be integrated...

17/3,K/131 (Item 75 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

05819231 Supplier Number: 50326086 (USE FORMAT 7 FOR FULLTEXT)
POS: Looking at The Next Generation

SHULMAN, RICHARD
Supermarket Business, v53, n9, p78
Sept, 1998
Language: English Record Type: Fulltext
Article Type: Article
Document Type: Magazine/Journal; Trade
Word Count: 1767

... have warehouse transportation systems that optimize trailer utilization and establish delivery priorities.

Assume that a **customer** has just placed an **Internet order** for prepared foods. Store-level inventories will not be sufficient to fill this **order** in the requested **time** frame, say, for **pick - up** at 5:30 p.m. There is a delivery **scheduled** and the **product** is **ordered**, but the delivery is **scheduled** for 6:30 p.m. because that optimizes the transportation costs and fleet utilization.

When...

17/3,K/132 (Item 76 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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05741462 Supplier Number: 50222748 (USE FORMAT 7 FOR FULLTEXT)

New VSI-FAX for QAD Offering Gives MFG/PRO Users the Power of

Enterprise-wide Faxing.

Business Wire, p08041147

August 4, 1998

Language: English Record Type: Fulltext

Article Type: Article

Document Type: Newswire; Trade

Word Count: 567

... partners, whether or not they are EDI capable. From MFG/PRO, VSI-FAX for QAD **users** can:

- fax purchase **orders** to expedite fulfillment
- transmit invoices to speed payment and reduce A/R
- fax P.O. schedules to ensure on- **time delivery** from vendors and
- send **sales order** confirmations, **sales order** status, and items shipped status to increase **customer** service.

Faxes can be sent immediately, in manual batches, or automatically in batches according to a predetermined **schedule**. All fax options are listed in the MFG/PRO menu. Customized fax covers can be...

17/3,K/133 (Item 77 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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05740186 Supplier Number: 50220313 (USE FORMAT 7 FOR FULLTEXT)

Motive Communications Secures \$10 Million in New Equity Capital to Fund

Continued Market Momentum; Accel Partners and Attractor Lead All-Star Funding Syndicate.

Business Wire, p8030046

August 3, 1998

Language: English Record Type: Fulltext

Article Type: Article

Document Type: Newswire; Trade

Word Count: 1051

... new equity infusion. Motive's total investment capital is now \$14.8 million.

Motive's **product**, the Motive System, unifies all post- **sales customer** support delivery in a single, **Internet** -based system, to reduce the **time** and cost of **delivering** technical support while **improving** end- **user** satisfaction. Leading IT businesses are using the Motive System to provide technical support services to...

17/3,K/134 (Item 78 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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05705231 Supplier Number: 50160992 (USE FORMAT 7 FOR FULLTEXT)
Platinum Software Corporation Adds Marketing Encyclopedia System to Front-Office Applications

PR Newswire, p709LATH004

July 9, 1998

Language: English Record Type: Fulltext

Article Type: Article

Document Type: Newswire; Trade

Word Count: 768

... is the leading provider of interactive marketing systems for business-to-business communications. FirstFloor's **products** enable corporations to **improve** sales and support effectiveness and enhance customer loyalty. By combining the power of the **Internet** with leading **customer** interaction systems, FirstFloor's interactive marketing solutions enable corporations to **deliver** relevant, up-to- **date customer** information and **sales** tools from a variety of sources. The FirstFloor Smart Delivery(TM) **product** line is the standard in the marketplace for web-based Marketing Encyclopedia Systems (MES) supporting...

17/3,K/135 (Item 79 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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05653861 Supplier Number: 50110101 (USE FORMAT 7 FOR FULLTEXT)
Calico Technology Inc. and FirstFloor Software Inc. Agree to Merge; Leading, Privately-Held Enterprise Software Vendors to Forge Future of eSales.

Business Wire, p6240172

June 24, 1998

Language: English Record Type: Fulltext

Article Type: Article

Document Type: Newswire; Trade

Word Count: 745

... Software Inc.

FirstFloor Software Inc., is the leading developer of interactive marketing systems. FirstFloor's **products** enable corporations to **improve** the effectiveness of their sales and support activities and enhance customer loyalty.

By combining the power of the **Internet** with leading **customer** interaction systems, FirstFloor's interactive marketing solutions enable corporations to **deliver** relevant, up-to- **date customer** information and **sales** tools from a variety of sources.

The FirstFloor Smart Delivery **product** line is the standard in the marketplace for Web-based Marketing Encyclopedia Systems supporting

industry...

17/3,K/136 (Item 80 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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05561795 Supplier Number: 48425323 (USE FORMAT 7 FOR FULLTEXT)
The 1998 BOTI Awards: Best of the Web
Network Computing, p66
April 15, 1998
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 3078

... makes it impossible to enter an order with mistakes. For example, when using CCO to **order** a router for domestic or international installation, **online buyers** are prompted to specify the **correct** electrical interface. Cisco can provide a **delivery date** within one **hour** of the submittal. After that, CCO integrates the **order** with a back-end Oracle manufacturing package.

Furthermore, **customer** benefits are not limited to **order** and payment transactions. Cisco provides **online** documentation, **change** orders, design tools and help-desk support.

Cisco delivers the necessary tools to cut the...

17/3,K/137 (Item 81 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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05506053 Supplier Number: 48343391 (USE FORMAT 7 FOR FULLTEXT)
BEST SITE FOR BUSINESS-TO-BUSINESS COMMERCE
Walsh, Brian
InternetWeek, p68
March 9, 1998
Language: English Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 507

... makes it impossible to enter an order with mistakes. For example, when using CCO to **order** a router for domestic or international installation, **online buyers** are prompted to specify the **correct** electrical interface. Cisco can provide a **delivery date** within one **hour** of the submittal. After that, CCO integrates the **order** with a back-end Oracle manufacturing **package**.

Furthermore, benefits are not limited to order and payment transactions. The site provides online documentation...

17/3,K/138 (Item 82 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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05170200 Supplier Number: 47890544 (USE FORMAT 7 FOR FULLTEXT)
Saratoga Systems Integrates New Customer Management Solution with Microsoft Outlook.
Business Wire, p08050064
August 5, 1997
Language: English Record Type: Fulltext

Document Type: Newswire; Trade
Word Count: 731

... needs of sales forces in a broad range of industries.

Avenue takes advantage of the **Internet** for lead capture, synchronizing remote users, and enabling quick access to **customers' web** sites. It also offers a **web** based marketing encyclopedia that features "Push" technology to **deliver** up-to-**date** business documents and **web** pages on demand to the **sales** organization.

"With our large installed base, we get a lot of requests for **product** enhancements from our customers. For **scheduling**, Outlook integration was by far the most-requested enhancement we've received," said John Carlson...

17/3,K/139 (Item 83 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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05154765 Supplier Number: 47867367 (USE FORMAT 7 FOR FULLTEXT)
**REAL Signs Distribution Agreement With Friedman Corp.; Leading IBM AS/400
Solution Provider To Offer Leading ERP Applications.**
Business Wire, p07290436
July 29, 1997
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 508

... comprehensive cost tracking and have access to a flexible business analysis procedure. We expect the **product** to become an important part of our application portfolio."

Friedman's newest ERP application, Frontier, is **scheduled** for release in the fourth quarter of calendar 1997. Frontier will include Quoting and Estimation, Service and Warranty, Sales **Automation**, Truck **Scheduling**, **Purchasing**, Logistics and **Sales** Analysis modules.

At the same **time**, Friedman will **deliver** a set of Java-based applets for the **Internet** -enabled applications, providing **users** with the ability to access applications via a standard browser. Both Frontier and the applets...

17/3,K/140 (Item 84 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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05080047 Supplier Number: 47457324 (USE FORMAT 7 FOR FULLTEXT)
Sterling Commerce Announces Vendor-Managed Inventory Alliances
PR Newswire, p0610CLTU014
June 10, 1997
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 491

... who do not wish to purchase on-site installed VMI software.

VMI is a highly- **automated**, EDI-based process where suppliers assume responsibility for managing inventories of their **products** at **customer** stocking locations. VMI **improves** inventory efficiency, helps assure on-**time delivery** of **goods** to meet **customer** demand, increases the number of "turns" for **products** **sold**, and streamlines the **purchasing** process. VMI also provides quick access to time-sensitive sales information, promotes better management of new **product** introductions, and helps

identify bottlenecks in the freight handling and receiving processes.
"We're pleased...

17/3,K/141 (Item 85 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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05027534 Supplier Number: 47381406 (USE FORMAT 7 FOR FULLTEXT)
Vertigo announces commercial availability of ONE ON ONE BANKING.
Business Wire, p05131151
May 13, 1997
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 931

... empowers banks to bring a new level of personalized service to a financial institution's **electronic** banking **customers**. Additional bank services can now be promoted online to meet a specific **customer**'s needs and **sold** at the **time** when **customers** are **ready** to **buy**.
Online **customers** receive financial advice, a suggested course of action and the ability to **purchase** relevant bank products online. When the **consumer** wants financial information for a specific goal, such as buying a home, the ONE ON...

17/3,K/142 (Item 86 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

04997626 Supplier Number: 47339398 (USE FORMAT 7 FOR FULLTEXT)
Saratoga Systems announces new Web-based marketing encyclopedia featuring corporate document "Push" technology for sales forces.
Business Wire, p04300052
April 30, 1997
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 972

... leading edge of sales automation software providers," said Al Smith, president of Saratoga Systems.
"FirstFloor **products** will provide true value-added services to our **customers**, allowing them to **deliver** up-to- **date** business documents and **Web** pages to target field **sales** forces, and greatly **improving** their ability to get the right information to the right person, at the right time
...

17/3,K/143 (Item 87 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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04979816 Supplier Number: 47315563 (USE FORMAT 7 FOR FULLTEXT)
RANDALLS ENCOURAGED BY EARLY HOME-SHOPPING RESULTS
BLAIR, ADAM
Supermarket News, p41
April 21, 1997
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 622

... ways, such as by price, size, total calories, sodium content and kosher or non-kosher. **Item** screens provide the detailed nutrition information that would be found on the product label.

Customers can also place **orders** up to two weeks in advance, and make changes up to 90 **minutes** before the **scheduled delivery time**.

Payment methods include check. **electronic** funds transfer and major credit cards.

Customers pay the driver when they receive the **orders**.

In most markets where it partners with supermarket retailers, Peapod's employees pick, pack and...

17/3,K/144 (Item 88 from file: 16)

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04960698 Supplier Number: 47289392 (USE FORMAT 7 FOR FULLTEXT)

VMI Success Depends on a Proper Strategy

Jilovec, Nahid

MIDRANGE Systems, p032

April 11, 1997

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 605

... customers and suppliers to eliminate the purchase order transaction, paper or EDI, and streamline the **ordering process**. Basically the **customer** sends **sales** or usage data to the supplier, whose applications **automatically** determine the reorder quantity and **scheduled delivery date**.

VMI can help reduce inventory levels, and by eliminating the need for the exchange of...

17/3,K/145 (Item 89 from file: 16)

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04871483 Supplier Number: 47164942 (USE FORMAT 7 FOR FULLTEXT)

CTI: Building Better Bridges to Customers

Computer Telephony, pS8

March, 1997

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 2562

... workers at remote offices and mobile workers all require the intelligent integration of not only **networks** but also applications. Useful internal communication capabilities such as these are the foundation to successful **customer** relations and service.

Computer telephony integration lets these communications tools be integrated, allowing organizations to **improve** the **delivery** of real-time information and personalize **customer** contact at crucial **stages** in the **sales** and service cycle.

Traditional telephony applications such as voice mail, integrated voice response (IVR) and **automated** attendant can be integrated with networked servers and databases for more intelligent, user-oriented call **processing** and data integration.

This integration makes it easy for your company to maneuver around the

...

17/3,K/146 (Item 90 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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04835028 Supplier Number: 47114032 (USE FORMAT 7 FOR FULLTEXT)
Proceeding with caution
Mankikar, Mohan
Electronic Engineering Times, p64
Feb 10, 1997
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 395

... to be important, companies appear to be more highly valued for their ability to deliver **product** in a manner that satisfies the **customer**. According to Lambda **Electronics** (Melville, N.Y.), **customers** are demanding not only shorter delivery times, but also flexible, just-in- **time delivery schedules** that are consistent with their internal forecasts. In tandem with JIT delivery, **customers** expect 5 percent annual price erosion. That's a tall **order** for large-volume power supplies, many of which are custom-designed for specific projects.
The...

17/3,K/147 (Item 91 from file: 16)
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04807801 Supplier Number: 47073781 (USE FORMAT 7 FOR FULLTEXT)
Microsoft Announces Innovative New E-Mail Management Tool and Ready-to-Use Groupware Applications for Outlook 97; Available for Free Download Now
PR Newswire, p0128SFTU020
Jan 28, 1997
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 970

... discussion database for sharing knowledge and information that is valuable within the organization.
* Office Supplies/ **Equipment** Requisition. Enables users to **order** office supplies or equipment by e-mail.
* Project Management. Enables **users** to track project information such as budget, **status**, documents, **deliverables**, meeting **minutes** and tasks.
* **Sales** Tracking. Enables **users** to store and track **client** information, record contacts, create **action** items, and post responses.
* Training Management. **Automates** student enrollment in training courses and manages enrollment based on criteria such as class size...

17/3,K/148 (Item 92 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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04613535 Supplier Number: 46786370 (USE FORMAT 7 FOR FULLTEXT)
FEDEX SETS NEW STRATEGIC DIRECTION WITH ON-LINE ORDERING.
Business Wire, p10091100

Oct 9, 1996
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 907

- ... customer service rather than order taking.
- Enhanced Business-Customer Relationship: Businesses interact directly with customers, **improving** customer relations and understanding of the marketplace.
 - Internet Presence: On-line catalog creates presence for businesses in the burgeoning **electronic** commerce marketplace, leveling the **on - line** playing field for smaller companies.

Benefits to End- Customers :

- Order and Tracking Numbers Linked: FedEx links business's **order** confirmation number with FedEx shipping label and barcode to ease **package** tracking.
- **Time -Definite Delivery** : Shipping via FedEx eliminates **delivery time** guesswork.

FedEx Alliance Advantages:

- World Business Leader: Recognized global leader in logistics, **electronic** commerce and time-definite delivery.
- 24-Year History of Reliability: Businesses can leverage the credibility...

17/3,K/149 (Item 93 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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04410877 Supplier Number: 46471254 (USE FORMAT 7 FOR FULLTEXT)

BACK TO THE BEST

Industry Week, p24
June 17, 1996
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 4116

... by customer-requested dates. The plant discontinued measuring Six Sigma defect levels, instead focusing on **customer** needs, and switched to a **fulfillment process** targeted at 30% to 60% reductions in **order -to-delivery** cycle times. On- **time** shipment has **improved** to better than 95%.

* GE Fanuc **Automation** North America, Charlottesville, Va., is aligning its manufacturing organization with "flow technology" concepts to be...

...move, says Donald Splaun, manager of flow technology, will achieve results of reduced cycle time; **improved** order-to-remittance time while reducing inventory; and **improved** internal quality. The facility--a maker of programmable logic controllers--has grown its sales volumes...

17/3,K/150 (Item 94 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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03337350 Supplier Number: 44617968 (USE FORMAT 7 FOR FULLTEXT)
**GATEWAY 2000 DEBUTS ONLINE SHOPPING MALL BBS ENABLES CUSTOMERS TO ORDER
PERIPHERALS, SOFTWARE 24 HOURS A DAY**
PR Newswire, pN/A
April 22, 1994
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 449

... the letter "O."

The Online Shopping Mall program features five main selections:
General Info, List **Product** Categories, Enter a Store, Index of
Products and Exit Mall. Each selection provides an easy...

...guide through a series of options.

Customers simply select products and a payment method. The **order**
will then be **automatically** processed. The **customer** can place an
order at any time, and an **order** confirmation and estimated
delivery

date will be emailed to the **customer** within 24-hours.

"The **Online** Shopping Mall is another way we can provide our
customers easy access to information and products," says Waitt.

"It's a logical extension to the **product** information and technical
assistance services already available over the electronic bulletin
board."

About Gateway 2000...

17/3,K/151 (Item 95 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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03307609 Supplier Number: 44569323
Shopping for couch potatoes
New Scientist, p22
April 2, 1994
Language: English Record Type: Abstract
Document Type: Magazine/Journal; Academic

ABSTRACT:

Supermarkets and other retail businesses are trying various ways of
improving the shopping experience, ranging from fragrances in the
ventilation system to Time Warner's ShopperVision, an interactive grocery
shopping service. The service is part of a fiber-optic cable TV **network**
experiment in Orlando, FL. Groceries and pharmaceuticals **ordered** via the
remote-control unit and a modified TV set will be **delivered** within 24
hours, with the bill debited from the **user**'s account. Although many
stores use direct **sales** techniques, technological advances that reduce
costs and ease the shopping **process** are also being made. New methods with
the goal of speeding checkout lines include letting...

...that double as a scanning method and antitheft device. The article also
discusses methods of **improving** customer service that are being used by
the British retail industry. ...

17/3,K/152 (Item 96 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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02948391 Supplier Number: 43988910 (USE FORMAT 7 FOR FULLTEXT)

Wave of hot intros makes show a hit

Drug Store News, v0, n0, p6

July 26, 1993

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 1678

... up four points versus a year ago.

They have also developed a series of sophisticated **customer** service programs that are implementing on a chain by chain basis, including **electronic** delivery systems (EDI), just-in- **time deliveries** , **improved order processing** systems, **automatic** replenishing and cross stocking.

Maybelline is also offering retailers a series of flexible promotions that...

17/3,K/153 (Item 97 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

(c) 2004 The Gale Group. All rts. reserv.

02586059 Supplier Number: 43434589 (USE FORMAT 7 FOR FULLTEXT)

The paperless society

Carpet & Floorcoverings Review, p42

Nov 6, 1992

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 1621

... effectively, removed every opportunity of getting something wrong. For example, the system will inform the **sales** staff that one of their **customer** 's **orders** is in stock, prompting them to contact the **customer** and arrange a delivery time . It will also automatically tell staff an estimated **delivery time** when they place an **order** and, as the **order** is being processed, will inform of any delays. So **sales** staff can tell the customer as and when they find out, and avoid disappointment later...

...is the amount of information available at point of sale. For example, if a particular **item** is not available in one store, staff can search for it in other local stores...

17/3,K/154 (Item 98 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

(c) 2004 The Gale Group. All rts. reserv.

02140268 Supplier Number: 42778427 (USE FORMAT 7 FOR FULLTEXT)

Looking ahead to what's in store in 2000

American Metal Market, p10A

Feb 26, 1992

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Tabloid; Trade

Word Count: 1215

... refining, the coil box, gauge controls on hot strip mills and cold mills, galvanneal, computer **process** controls, profile tolerance control, on- **time early delivery** , and profit and incentive plans to speed labor-related operational **improvements** .

In addition, **computerization** offers the ability to tailor **customers** ' raw material **orders** and precisely optimize material energy and facility

usage, combining **orders** with similar chemical and rolling requirements, thus minimizing **delivery time**.

By 2000 we can also expect larger and more fundamental technological improvements in the form...

17/3,K/155 (Item 99 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

(c) 2004 The Gale Group. All rts. reserv.

02010779 Supplier Number: 42581850 (USE FORMAT 7 FOR FULLTEXT)

Schering-Plough HealthCare Products: Growth Through Partnership

Drug Store News, p26

Dec 9, 1991

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 629

... with." Schering-Plough is consistently monitoring its own business practices in relation to the constantly **changing** needs of the trade in **order** to remain " **user -friendly**." For example, Schering-Plough employs **Electronic Data Interchange (EDI)** and **Just-in- Time (JIT) delivery** to simplify **customer ordering** and increase the efficiency of inventory management.

The MASTER Program

The proliferation of new **products** in today's marketplace makes managing space increasingly difficult. Schering-Plough's MASTER (Mutual Analysis...

17/3,K/156 (Item 1 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2004 The Gale Group. All rts. reserv.

13707787 SUPPLIER NUMBER: 77006856 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Dealer of the Year. (Bert Boeckmann of the Galpin Automotive Group)

Keenan, Tim

Ward's Dealer Business, 35, 11, 13

July, 2001

ISSN: 1086-1629 LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 1415 LINE COUNT: 00109

... Galpindirect.com web site, which offers a four-step, avenue to initiate a one-day **on - line** vehicle sale.

The Galpin team also set up a series of committees on **sales department processes**. Some of the issues addressed were **delivery time**, vehicle preparation, inventory control and payroll, which wasn't as much about **customer** satisfaction as salesman satisfaction, the dealer notes. But you can't have customer satisfaction without...

17/3,K/157 (Item 2 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2004 The Gale Group. All rts. reserv.

13395453 SUPPLIER NUMBER: 69551020 (USE FORMAT 7 OR 9 FOR FULL TEXT)

E-Marketing. (real estate and construction industry's use of the internet)

Nelson, Wayne

Professional Builder (1993), 65, 14, 131

Dec, 2000

ISSN: 1072-0561 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1420 LINE COUNT: 00116

... suppliers to distributors to trade contractors to builders.

The programs will also help builders place **orders** with suppliers well ahead of **scheduled** installation, leading to more on- **time deliveries**, easier **fulfillment** of home **buyers'** upgrades and cost reductions.

Along with BuildNet, there are two other business-to-business **Internet** sites that promise to create an efficient and cost-cutting e-commerce link between builders...

17/3,K/158 (Item 3 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

12149316 SUPPLIER NUMBER: 61860480 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Managing the Supply Chain.

RASKOB, JOHN

Ivey Business Journal, 64, 4, 52

March, 2000

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 4905 LINE COUNT: 00411

... purpose.

Businesses expect that Web-enabled systems will provide real benefits (primarily, cost reductions and **improved** performance) in the areas of **improved customer** service, reduced inventory, lower supply-chain costs, **improved delivery date** accuracy, enhanced management control and decreased **order** -fulfillment cycle time.

Imation and Menlo Logistics have partnered in a real-life example of **Web** -enabled ERP (which also includes features of Web-enabled EDI).

Imation, a 3M subsidiary manufactures data storage and imaging **products** while Menlo Logistics is a full-service contract-logistics company. Their partnership involves the Internet, an ERP system (in this case Oracle) and EDI to **schedule** orders for carrier companies.

The figure below illustrates how the process works. The upper left...

17/3,K/159 (Item 4 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

11868356 SUPPLIER NUMBER: 60069522 (USE FORMAT 7 OR 9 FOR FULL TEXT)
ICT Group Forms Internet Support Services Division. (Company Business and Marketing) (Brief Article)

Call Center Solutions, 18, 8, 40

Feb, 2000

DOCUMENT TYPE: Brief Article

ISSN: 1521-0774

LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT: 139 LINE COUNT: 00015

TEXT:

...created this division in response to the growing need for e-commerce companies to provide **improved customer sales** and service support on the **Internet**. Using ICT Groups' E-Solutions **product** offering, the division will focus exclusively on **delivering real-time customer** support in an integrated multimedia contact center environment capable of supporting inquiries received via multiple...

17/3,K/160 (Item 5 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

11684476 SUPPLIER NUMBER: 58835465 (USE FORMAT 7 OR 9 FOR FULL TEXT)
COMMERCE.(computer equipment stores)(Industry Trend or Event)(Statistical Data Included)
Internet World, 6, 1, 28
Jan 1, 2000
DOCUMENT TYPE: Statistical Data Included ISSN: 1097-8291
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 120 LINE COUNT: 00017

... week period from Nov.6 to Dec.4.
Computer Equipment \$1.1B
Entertainment \$290M
Consumer Goods \$285M
Apparel \$190M
Food & Wine \$165M
Home & Garden, Toys \$90M
METHODOLOGY BIZRATE. WHICH HAS PARTNERSHIPS WITH MORE THAN 2,700
ONLINE STORES, ASKS CONSUMERS ABOUT THEIR BUYING EXPERIENCES
IMMEDIATELY FOLLOWING PURCHASES . THE COMPANY FOLLOWS UP WITH A SECOND
SURVEY AFTER THE SCHEDULED DELIVERY DATE . THE DATA IS WEIGHTED TO
REFLECT ALL INTERNET BUYERS .
Have you set up a wish list for yourself at any **online** store?
Yes 27%
No 73%
INTERNET WORLD ASKED BIZRATE TO POSE THIS QUESTION T ITS...

17/3,K/161 (Item 6 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

11676191 SUPPLIER NUMBER: 58631070 (USE FORMAT 7 OR 9 FOR FULL TEXT)
******Newsbytes Internet Week In Review 01/14/00.(News Briefs)**
Stokell, Ian
Newsbytes PM, NA
Jan 14, 2000
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 608 LINE COUNT: 00056

... month. <http://www.newsbytes.com/news/00/142031.html>
Toys "R" Us Sued Over Christmas **Fulfillment**
Attorneys have launched a class- **action** lawsuit against the **online**
incarnation of Toys "R" Us Inc., saying the company's **Web** store accepted
orders for toys during the Christmas rush even though it knew it wouldn't
be able to **deliver purchases on time** . [http:// www](http://www.newsbytes.com/news/00/142025.html)
[.newsbytes.com/news/00/142025.html](http://www.newsbytes.com/news/00/142025.html)
E- **Shoppers** Shop Til They Drop
Nearly all **Internet shoppers** say they plan to **buy online**
again and were very pleased with e-shopping during the past two months of
the...

17/3,K/162 (Item 7 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2004 The Gale Group. All rts. reserv.

11627356 SUPPLIER NUMBER: 58407930 (USE FORMAT 7 OR 9 FOR FULL TEXT)
NEW MEDIA. (News Briefs)
Communications Daily, 19, 249, NA
Dec 29, 1999
ISSN: 0277-0679 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 325 LINE COUNT: 00031

... billion of e-commerce during holiday season, enamics reported, but it noted significant increase in **consumer** complaints of slow **processing** and inadequate distribution systems. Enamics estimated only 65% of **online orders** were **delivered correctly** and on **time** -- **www .enamics.com.**

PSINet will quadruple its ability to provide dial-up access to WebTV in...

17/3,K/163 (Item 8 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

11494832 SUPPLIER NUMBER: 57545339 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Software connects buyers with suppliers via internet.
Plant Engineering, 53, 11, 76
Nov 30, 1999
ISSN: 0032-082X LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 66 LINE COUNT: 00009

TEXT:

iProcure software connects customers with MRO parts suppliers via the **internet** . Using the software, **customers** can search, select, and **purchase** industrial parts. The easy-to-use system helps reduce **item** acquisition costs, **improve delivery time** , streamline requisition **processes** , decrease data entry, and **improve** inventory control.

17/3,K/164 (Item 9 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

11438036 SUPPLIER NUMBER: 56743121 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Why partner with you? Leverage your IT investment by showing partners what's in it for them.
Ferre, Randall
Industrial Distribution, 88, 9, A1(4)
Sept, 1999
ISSN: 0019-8153 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 2603 LINE COUNT: 00205

... stock to cover the uncertainties that cause sales fluctuations over a 45-day period. The **correct** technology eliminates redundant inventory by reviewing your 70,000 or so SKUs every day and issuing **automatic buys** on a daily or a weekly basis. Remember, the **customer** doesn't care how long an **item** has been on your shelves; the **customer** 's concern is on-**time delivery** .

You cannot manually forecast 70,000 SKUs times 10 warehouses in a prompt fashion. In...

17/3,K/165 (Item 10 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

11324408 SUPPLIER NUMBER: 55685376 (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Feingold's 'digital dream world' has no windows. (Columbia TriStar Home
Video President Ben Feingold's forecast)**
Garrett, Diane
Video Business, 19, 32, 1(2)
August 9, 1999
ISSN: 0279-571X LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 887 LINE COUNT: 00072

... what DVD is, Van Horn stressed the need for a "killer app" that
will convince **consumers** they need to **buy** a DVD player.

"If we do our jobs **correctly**," he said, "we can add value to
packaged media at a **time** when **electronic delivery** is getting a lot
of attention from the press and investment communities. We're just...

17/3,K/166 (Item 11 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

10767276 SUPPLIER NUMBER: 53635283 (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Report from productivity; technology offers the power to transform. (role of
technology in the food distribution business)**
Casper, Carol
ID: The Voice of Foodservice Distribution, 35, 1, 35(2)
Jan, 1999
ISSN: 1080-9015 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 1270 LINE COUNT: 00112

... ability to integrate new technologies with core business processes,
or, more importantly, to redesign business **processes** to take advantage of
technologies such as instantaneous data exchange via the **Internet**, real-
time communications with **delivery** vehicles via wireless systems, or the
realignment of **sales** and **customer** service to fully utilize the tools
afforded by DSR laptop systems.

"The future will not...

17/3,K/167 (Item 12 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

10558624 SUPPLIER NUMBER: 53115253 (USE FORMAT 7 OR 9 FOR FULL TEXT)
REAL ELECTRONIC COMMERCE: COMING SOON TO LATIN AMERICA?
LatinFinance, T38
Sept 1, 1998
ISSN: 1048-535X LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1307 LINE COUNT: 00108

... beans. Once the restaurateur makes a selection and places the
orders, the site verifies the **customer**'s account and billing **status**,
checks availability and confirms the order. Another **Web** EDI message is
then sent to the distribution center which **processes** the **order** and sets
the **delivery date**, after checking the current distribution **schedule**.
The **customer** receives an **electronic** message of confirmation along with
an invoice and receives delivery of the coffee as **scheduled**. The entire

transaction can be done with a phone and a fax machine, or with...

17/3,K/168 (Item 13 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

10521670 SUPPLIER NUMBER: 53066636 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Nordstrom Announces Partnership With Streamline.
PR Newswire, 7775
Oct 8, 1998
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 755 LINE COUNT: 00069

... of technology
HOW: -Streamline develops a personalized shopping list by scanning
the bar codes of **products** used throughout the home
-Streamline sets-up a patented service box: refrigerator/freezer and
dry storage unit in a **customer** 's garage, accessed by a keypad entry
system
- **Orders** for **goods** and services are placed by midnight the night
before a **customer** 's weekly **delivery date** by **Internet** , fax or
phone
- **Orders** are fulfilled at Streamline's **Consumer** Resource Center,
stocking the most widely used supermarket **products** at competitive
prices
-Deliveries are made to customers on a **scheduled** day each week,
without the need for the customer to be home
-Payment is by...

17/3,K/169 (Item 14 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

09013419 SUPPLIER NUMBER: 18728422 (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Factory help. (auto manufacturers launch new marketing programs to help
automobile dealers make new car and truck sales)**
Gordon, Maynard M.
Ward's Dealer Business, v30, n8, p42(2)
April, 1996
ISSN: 1070-8294 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1006 LINE COUNT: 00082

... new GM Goodwrench Parts System, scheduled to be fully rolled out
across the GM dealer **network** by March 31, 1996, offers daily just-in-
time parts **orders delivery** for service departments and body shops,
albeit at lower discounts than was the case in the previous weekly
ordering process , in an effort to **improve customer** -satisfaction
ratings by ending RO delays because of missing needed parts.
"Body shops are now..."

17/3,K/170 (Item 15 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

08767447 SUPPLIER NUMBER: 18411331 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Back to the best: a survey of America's Best Plants alumni finds continued

improvement under even more competitive conditions. (includes related articles on practices and performance, how acquisitions have affected the plants and list of alumni)

Taninecz, George

Industry Week, v245, n12, p24(6)

June 17, 1996

ISSN: 0039-0895 LANGUAGE: English RECORD TYPE: Fulltext; Abstract

WORD COUNT: 4098 LINE COUNT: 00366

... by customer-requested dates. The plant discontinued measuring Six Sigma defect levels, instead focusing on **customer** needs, and switched to a **fulfillment process** targeted at 30% to 60% reductions in **order -to-delivery** cycle times. On- **time** shipment has **improved** to better than 95%.

* GE Fanuc **Automation** North America, Charlottesville, Va., is aligning its manufacturing organization with "flow technology" concepts to be...

...move, says Donald Splaun, manager of flow technology, will achieve results of reduced cycle time; **improved** order-to-remittance time while reducing inventory; and **improved** internal quality. The facility--a maker of programmable logic controllers--has grown its sales volumes...

17/3,K/171 (Item 16 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2004 The Gale Group. All rts. reserv.

08721519 SUPPLIER NUMBER: 18366839 (USE FORMAT 7 OR 9 FOR FULL TEXT)

State of the art at work. (Coughlin Electric's automated warehouse) (Managing Distribution Technology)

Industrial Distribution, v85, n4, pT8(2)

April, 1996

ISSN: 0019-8153 LANGUAGE: English RECORD TYPE: Fulltext; Abstract

WORD COUNT: 1091 LINE COUNT: 00090

... reserved for bulk storage items weighing over 50 pounds. Zone 8 is for bulk storage **items** that are too large to fit on the facility's conveyors.

Evolutionary **changes** in our industry are among the reasons Brunelle cites for implementing the new system. " **Customers** are demanding and getting more services from distributors: Remote **order** entry, **electronic** data interchange, bar coding and labeling, just-in- **time** **delivery** , and more. This drives distributors to look for a system that offers better accuracy and...

17/3,K/172 (Item 17 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2004 The Gale Group. All rts. reserv.

07619449 SUPPLIER NUMBER: 15953060 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Suppliers help buyers shed costly drudgery.

Porter, Anne Millen

Purchasing, v117, n8, p20(3)

Nov 24, 1994

ISSN: 0033-4448 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 1319 LINE COUNT: 00114

... reduced or eliminated. Also, supplier personnel may be authorized

and encouraged to work directly with **customer** engineering personnel.

* Performance **improvement** . As suppliers achieve **improvement** in quality, **delivery** speed, and on- **time** performance, it becomes possible to **automate** the **buying process** often to the exclusion of **buyers** .

As strategic supply managers approach their breakthrough supplier performance goals, simultaneous attention to cost of...

17/3,K/173 (Item 18 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2004 The Gale Group. All rts. reserv.

07618285 SUPPLIER NUMBER: 16374731 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Alphabetical listings. (telemarketing equipment manufacturers, value-added resellers, telemarketing service providers) (Buyers Guide)

Telemarketing, v13, n6, p10(78)

Dec, 1994

DOCUMENT TYPE: Buyers Guide

ISSN: 0730-6156

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 32480 LINE COUNT: 02687

... Horseshoe Dr. Ste. 100 Naples, FL 33942-7908 813-643-5060 Fax: 813-643-5070 **Products** /Services: 20,46,127 Special Request[R] allows you to **improve** productivity in your call center and increases **customer** satisfaction at the same **time** ! **Automate** the retrieval/ **delivery** of **product** and service information via Fax-on-Demand or Broadcast or the **processing** of **orders** with Forms **Processing** to save agent time and allow **customers** to receive information anytime. Circle No. 574 on Reader Service Card

Spectrum Communications, Inc. (S...

17/3,K/174 (Item 19 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2004 The Gale Group. All rts. reserv.

07191052 SUPPLIER NUMBER: 15150722 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Even 'epic' gains aren't good enough. (improved quality of wares and services of domestic metals suppliers) (Special Report: Quality)

Stundza, Tom

Purchasing, v116, n1, p83(3)

Jan 13, 1994

ISSN: 0033-4448

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 2000 LINE COUNT: 00189

... base, specialty processors and service centers are developing and expanding programs that bring continuous quality **improvement** efforts to new-equipment installation, **computerized processing** , statistical **process** control, just-in- **time delivery** , cycle- **time** reduction, paperwork elimination, post- **sale customer** service, total workforce quality training, and certified supplier programs.

Edgcomb Metals' Philadelphia facility became the...

17/3,K/175 (Item 20 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2004 The Gale Group. All rts. reserv.

06695148 SUPPLIER NUMBER: 13237503 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Wave of hot intros makes show a hit. (National Association of Chain Drug

Stores Marketplace) (Memories of Marketplace)

Parks, Elizabeth

Drug Store News, v15, n14, p6(3)

July 26, 1993

ISSN: 0191-7587

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 1776

LINE COUNT: 00141

... up four points versus a year ago.

They have also developed a series of sophisticated **customer** service programs that are implementing on a chain by chain basis, including **electronic** delivery systems (EDI), just-in- **time deliveries**, **improved order processing** systems, **automatic** replenishing and cross stocking.

Maybelline is also offering retailers a series of flexible promotions that...

17/3,K/176 (Item 21 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2004 The Gale Group. All rts. reserv.

06498135 SUPPLIER NUMBER: 14153958 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Aetna puts CAPP on uncontrolled buying. (Aetna Life and Casualty) (redesign of ordering operations) (Company Acquisition and Payment Process) (Office Products and Business Systems)

Evans-Correia, Kate

Purchasing, v114, n8, p69(2)

May 20, 1993

ISSN: 0033-4448

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 915

LINE COUNT: 00071

ABSTRACT: Aetna Life & Casualty has **improved** its **ordering process** by cutting down on **ordering** and **delivery time**. This was made possible by the development of the Company Acquisition and Payment **Process** (CAPP), a **purchasing** and payment **process** that allows authorized **users** to order goods and services by computer. The orders are **automatically** forwarded for approval to suppliers and then to the accounting section. CAPP was accompanied by...

17/3,K/177 (Item 22 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2004 The Gale Group. All rts. reserv.

05895760 SUPPLIER NUMBER: 12338157 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Distributors hiking inventories; as component leadtimes stretch, need parts to protect value-added customers. (semiconductor distributors)

McCausland, Richard

Electronic News (1991), v38, n1911, p26(1)

May 11, 1992

ISSN: 1061-6624

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 1010

LINE COUNT: 00081

...ABSTRACT: commitments; Western Micro Technologies distribution group VP Keith Steenland says the company has layered in **scheduled** stocking **orders** to meet **customer** needs. More and more **customers** are paying a premium price for such value-added services as kitting, just-in- **time (JIT) deliveries** and contract manufacturing, which makes it more important that **product** be available. Aunet Chmn Leon Machiz says **customers** reduced inventories to avoid being stuck with obsolete **products**, which makes quick response through **electronic** data interchange (EDI),

JIT, kitting and use of other value-added services that much more...

17/3,K/178 (Item 23 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2004 The Gale Group. All rts. reserv.

05792498 SUPPLIER NUMBER: 11890758 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Looking ahead to what's in store in 2000. (Continuous Casting)

Barnett, Donald F.

American Metal Market, v100, n38, p10A(2)

Feb 26, 1992

ISSN: 0002-9998 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 1321 LINE COUNT: 00107

... refining, the coil box, gauge controls on hot strip mills and cold mills, galvanneal, computer **process** controls, profile tolerance control, on-time early delivery, and profit and incentive plans to speed...

...material energy and facility usage, combining orders with similar chemical and rolling requirements, thus minimizing **delivery time**.

By 2000 we can also expect larger and more fundamental technological improvements in the form...

17/3,K/179 (Item 24 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2004 The Gale Group. All rts. reserv.

05549366 SUPPLIER NUMBER: 11731329 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Growing together through profitable partnerships. (Schering-Plough Corp.) (Schering-Plough HealthCare Products)

Chain Drug Review, v14, n5, p39(12)

Dec 9, 1991

ISSN: 0164-9914 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 2762 LINE COUNT: 00229

... with." Schering-Plough is consistently monitoring its own business practices in relation to the constantly **changing** needs of the trade in **order** to remain " **user** -friendly." For example, Schering-Plough employs **Electronic** Data Interchange (EDI) and Just-in- **Time** (JIT) **delivery** to simplify **customer** **ordering** and increase the efficiency of inventory management.

The MASTER Program

The proliferation of new **products** in today's marketplace makes managing space increasingly difficult. Schering-Plough's MASTER (Mutual Analysis...

17/3,K/180 (Item 25 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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05541413 SUPPLIER NUMBER: 11512865 (USE FORMAT 7 OR 9 FOR FULL TEXT)

IT as a strategic tool. (information technology) (Analysis: Industry)

Aspden, Philip

Communications International, v18, n9, p6(2)

Sept, 1991

ISSN: 0305-2109 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 1171 LINE COUNT: 00102

... and editorial groups.

For many sectors of the Dutch economy, there is a need to **improve** the management of the logistics chain from the manufacture of goods through to delivery to the **consumer**, in **order** to cut costs (for example, of inventories) and to **improve** responsiveness ('just in **time delivery**'). Within the trade and transportation sector, this will mean the **electronic** capture and transmission of all paperwork and the introduction of electronic data interchange between all...

17/3,K/181 (Item 26 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

05497716 SUPPLIER NUMBER: 11309282 (USE FORMAT 7 OR 9 FOR FULL TEXT)
The customer speaks out at the Information Industry Association. (panel of expert searchers) (panel discussion)
Quint, Barbara; Ebbinghouse, Carol; Tung, Sandra; Miller, Ellen
Database Searcher, v7, n6, p19(12)
July-August, 1991
DOCUMENT TYPE: panel discussion ISSN: 0891-6713 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT
WORD COUNT: 7956 LINE COUNT: 00627

... at present are:

Keep costs under control while continuing to deliver good results. As one **person** said, "the money crunch is real," and it affects **purchase** decisions, even for **improved** products.

Improve document delivery. Real- time document **delivery** is required, including formulae, diagrams, graphics. **Customers** want more full text delivered **electronically** (not necessarily **online**). Affordable CD-ROM products were requested, as was immediate fax delivery of full text.

Improved user aids. Searchers require clearly written, noncontradictory documentation. Consult searchers when designing or revising documentation...

17/3,K/182 (Item 27 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

04806708 SUPPLIER NUMBER: 09392951 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Computers of the world, unite! (computer integrated manufacturing)
Main, Jeremy
Fortune, v122, n7, p113(4)
Sept 24, 1990
ISSN: 0015-8259 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 2995 LINE COUNT: 00232

17/3,K/183 (Item 28 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

04589635 SUPPLIER NUMBER: 09020447 (USE FORMAT 7 OR 9 FOR FULL TEXT)
GPOs define "value added." (hospital group purchasing organizations)
Health Industry Today, v54, n4, p19(1)
April, 1990
ISSN: 0745-4678 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 502 LINE COUNT: 00041

... quick can the supplier get back on the phone, how fast can he respond to **equipment** breakdowns, what is his **delivery time** and **schedule** . Credibility with the **buyer** is the most important factor in **selling your product** ."

Some of the value-added programs deemed successful by suppliers include **electronic** data interchange and order-entry programs, extended **equipment** services, **equipment** upgrades and educational and financial programs. Becton Dickinson and Co., Franklin Lakes, N.J., offers...

17/3,K/184 (Item 29 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

04578122 SUPPLIER NUMBER: 08182392 (USE FORMAT 7 OR 9 FOR FULL TEXT)
The competitive advantage is provided by integrated information systems.
Trino, Joe
Industrial Engineering, v22, n2, p36(3)
Feb, 1990
ISSN: 0019-8234 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1654 LINE COUNT: 00137

... by linking their integrated information systems directly with their production and financial systems to improve **customer** service.

One, a leading manufacturer of state-of-the-art **process** monitoring systems, has dramatically reduced **order processing time** which boosted **customer delivery** . With integration between **order** entry and its accounts receivable systems, **customer** billing **status** and credit checking are all performed **online** as the order is taken over the phone.

The other manufacturer, a producer of electronic...

17/3,K/185 (Item 30 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

04160096 SUPPLIER NUMBER: 08270553 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Developing the process plan. (Computer-Assisted Manufacturing Planning and Control for Job Shops, part 3)
Diesslin, Rich; O'Connor, Fran
Modern Machine Shop, v62, n7, p98(9)
Dec, 1989
ISSN: 0026-8003 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 2328 LINE COUNT: 00186

... master identifies all of the resources which the company builds or uses in serving its **customers** . With data from quote/ **order processing** , we also know **delivery** requirements by **date** and quantity. With this information in place, we can now look at **automating the process** planning function.

Basic Considerations

The first **step** in automating the **process** planning function is selecting a few jobs and defining procedures for developing formal process plans...

...also provides details about setup and fixturing, speeds and feeds, workpiece orientation, dimensions and tolerances, **step-by-step** process descriptions, and inspection data.

Process engineers develop these plans but typically the customer must

...

17/3,K/186 (Item 31 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

04112783 SUPPLIER NUMBER: 08001085 (USE FORMAT 7 OR 9 FOR FULL TEXT)
The value of value. (importance of being service-oriented) (column)
Harrison, Dan
Institutional Distribution, v25, n12, p22(1)
Oct, 1989
DOCUMENT TYPE: column ISSN: 0020-3572 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT
WORD COUNT: 692 LINE COUNT: 00054

... Value-added service is the major difference between food distributors, in the eyes of their **customers**. Custom and special **order deliveries**, one- time pricing and **buying** situations, new **product** information, promotional cooperation, **automated ordering**, and other value-added services will be of primary importance in the coming decade."

And, "Distributors who are aware of **changes** in the forces which determine consumer preferences will be valuable partners to their foodservice customers...

17/3,K/187 (Item 32 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

03135655 SUPPLIER NUMBER: 04978185 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Laptops and the sales force: new stars in the sky.
Taylor, Thayer C.
Sales & Marketing Management, v138, p50(4)
April, 1987
CODEN: SMMAD ISSN: 0163-7517 LANGUAGE: ENGLISH RECORD TYPE:
FULLTEXT
WORD COUNT: 2978 LINE COUNT: 00237

... s Portable Plus. "They can dial into our HP 3000 mainframe to check on the **order status** and shipment **schedule** and assure the **customer** of the **delivery date** or, if necessary, suggest alternatives. At the same time, they can reserve inventory and place **orders** on the spot.'

Sharpen **sales** presentations Mead Data Central's product, **on - line** databases (LEXIS, NEXIS, MEDIS), is one where visuals tell the story. Reps customarily used dumb...

17/3,K/188 (Item 33 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

02488286 SUPPLIER NUMBER: 04059943 (USE FORMAT 7 OR 9 FOR FULL TEXT)
GE reorganizes sourcing. (General Electric Co.)
Roberts, Bruce
American Metal Market, v93, p19(2)
Dec 13, 1985
ISSN: 0002-9998 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 2082 LINE COUNT: 00163

... strategy with more technically-oriented people who know how to integrate your operations with your **customers** ' production **schedules** ?

* Have you backed up your **sales** people with **computerized** data banks so they can promise and deliver top-quality materials on a "just-in-time " basis; materials **ready** for assembly or for direct use in advanced manufacturing **processes** without further inspection?

* To this point, do you really know the level of service your...

17/3,K/189 (Item 34 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

01883813 SUPPLIER NUMBER: 02993598 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Agency automation at Nationwide. (insurance)

Frink, George

Best's Review - Property-Casualty Insurance Edition, v84, p94(3)

Nov, 1983

ISSN: 0161-7745

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 1604 LINE COUNT: 00128

... system that links Nationwide's agency and company offices in a data communications and data **processing** network. Our main objective in installing AOA was to help our agents get their operations **automated** so they could be more effective and efficient in running their offices and serving their **customers** , and be more professional in **sales** situations.

AOA focuses on these specific objectives:

- (1) **Improving** service to **customers** in terms of both quality of service and **time** required to **deliver** requested services.
- (2) Providing agents with support services which will foster agency growth.
- (3) Increasing **sales** opportunities at the agency.
- (4) Improving productivity for agents and company offices.
- (5) Reducing paperwork...

17/3,K/190 (Item 1 from file: 160)

DIALOG(R)File 160:Gale Group PROMT(R)

(c) 1999 The Gale Group. All rts. reserv.

02465055

Avery International - Marketing Procedures

Annual Report 1989 p. 0

Priority management **action** programs are in place and targeted at the key leverage points of our business: customer service, total quality, manufacturing effectiveness, **automation** , activity-based costing, and inventory reduction. For example: We are increasingly responding to our **customers** ' needs for 24- **hour delivery** of stock **products** . Direct access into our computers will enable **customers** to place their own **orders** instantaneously.

Total quality is an absolute goal within Avery. We expect it in all we ...

17/3,K/191 (Item 2 from file: 160)

DIALOG(R)File 160:Gale Group PROMT(R)

(c) 1999 The Gale Group. All rts. reserv.

02130378

Radyne - Sales & Consumption
Annual Report 1988 p. 0

... and Wireless, KDD (Japanese Telephone Co.) and Japan Radio, among others. Also, the Company's **products** are now distributed in Southeast Asia. The Company's continued strength comes from its ability to **deliver products on time** and in line with **customer** specification, while at the same time maintaining its competitive prices.

The **sale** of IBS (International Business System) open **network products** accounted for most of the revenue and **improved** profitability. The quality and responsiveness of Radyne's outstanding technical and sales support after delivery...

17/3,K/192 (Item 3 from file: 160)
DIALOG(R)File 160:Gale Group PROMT(R)
(c) 1999 The Gale Group. All rts. reserv.

02124650
Steel Technologies - Debt & Equity Securities
Annual Report 1988 p. 0

... function of many different factors. Our strategic plant locations allow us to respond quickly to **changing customer** demands and still provide top quality **products**, competitive prices and Just-In- **Time delivery**. Extensive **computerization** makes us accurate and efficient, at everything from **order processing** to quality control. New technologies give us an expanding base of **products**, helping us to bring on increasing numbers of new customers. Financial strength enables us to...

17/3,K/193 (Item 4 from file: 160)
DIALOG(R)File 160:Gale Group PROMT(R)
(c) 1999 The Gale Group. All rts. reserv.

02059809
Motorola - Planning & Information
Annual Report 1987 p. 0

... success in the Japanese marketplace; consistent, superior financial performance; and market share gains worldwide. Considerable **progress** was achieved during the year. Methods of achieving total **customer** satisfaction included rapid **order** acknowledgement, on- **time delivery** commitments and execution, continued quality **improvements** and expanded data linkages with **customers**.

We established more partnerships with major **customers** seeking stable component supplies. These partnerships include extensive design resources, **computerized** order entry and tracking, component certification and joint **product** development. For example, Motorola and Delco Electronics agreed to jointly develop discrete power transistors and...

17/3,K/194 (Item 5 from file: 160)
DIALOG(R)File 160:Gale Group PROMT(R)
(c) 1999 The Gale Group. All rts. reserv.

01624745
Mars Electronics Opens New Headquarters/Plant.
VENDING TIMES April, 1987 p. 101

... resulting in a 50% increase in productivity, better quality and moderate prices. Mars will also **automate** its customer- **ordering process** . One call to a central computer will let **customers** know how quickly they can receive their **orders** , and the firm predicts **delivery time** will be cut in half. Mars is a major supplier of coin **changers** , coin mechanisms, control boards and bill validators to ther vending industry. It also develops and...

17/3,K/195 (Item 1 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2004 The Gale Group. All rts. reserv.

02449182 SUPPLIER NUMBER: 66107383 (USE FORMAT 7 OR 9 FOR FULL TEXT)
How a Virtual Supply Chain Can Help Your Business. (Industry Trend or Event)
Subramaniam, Bala; Subramaniam, Romilla
e-Business Advisor, 18, 10, 22
Oct, 2000
ISSN: 1098-8912 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 2436 LINE COUNT: 00213

... the right time about whether to forgo a product line or to increase a particular **product** 's inventory. This can considerably increase a company's revenue while polishing its strategic approach to a finer level.

The **Web** 's competitive edge
Customers want to buy anything at anytime, compare competitive offerings, place **orders** , and obtain shipment information. E-businesses must be able to commit **product** availability, price, and **delivery date** at **time of order** entry. Performance has to be flawless, or competition is only a click away. Distribution channels are also **changing** : Direct shipment to customers is in, and bulk orders to distributors are out. The speed...

17/3,K/196 (Item 2 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2004 The Gale Group. All rts. reserv.

02239298 SUPPLIER NUMBER: 21130223 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Collaborating across the supply chain. (includes related articles on software for the supply chain, and the automotive industry's supply-chain initiative) (implementation of enterprise business operations) (Technology Information)
O'Donnell, Debra
Software Magazine, v18, n12, p61(7)
Sept, 1998
ISSN: 0897-8085 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 3673 LINE COUNT: 00332

... in supply-chain management

	The Fundamentals	Cross-Functional Teams
Business Plan	Cost of quality	Unreliable Order Fulfillment
Driving Goal	Quality & Cost	Customer Service
Organizational Focus	Independent Departments	Consolidated Operations

Process	Change	Standard Operating Procedures	Cross-Functional Communications
Metric		Predictable Costs & Rates	On- Time , Complete Delivery
IT Focus		Automated	Packaged
Key Tools Planning		Spreadsheets	Point Tools
Execution		MRP & Other Homegrown Applications	MRPII
		Integrated Enterprise...	Extended

17/3,K/197 (Item 3 from file: 275)
 DIALOG(R)File 275:Gale Group Computer DB(TM)
 (c) 2004 The Gale Group. All rts. reserv.

02060830 SUPPLIER NUMBER: 19314972 (USE FORMAT 7 OR 9 FOR FULL TEXT)
**CTI: building better bridges to customers. (Computer Telephony in
 Action) (includes related articles on bandwidth, the CT IntelliServer,
 improving customer service with a good switch and private unified
 networks) (Company Business and Marketing)**
 Kasahara, Kiyoshi
 Teleconnect, v15, n3, pS8(6)
 March, 1997
 ISSN: 0740-9354 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
 WORD COUNT: 3720 LINE COUNT: 00321

... workers at remote offices and mobile workers all require the
 intelligent integration of not only **networks** but also applications.
 Useful internal communication capabilities such as these are the foundation
 to successful **customer** relations and service.

Computer telephony integration lets these communications tools be
 integrated, allowing organizations to **improve** the **delivery** of real-
time information and personalize **customer** contact at crucial **stages** in
 the **sales** and service cycle.

Traditional telephony applications such as voice mail, integrated
 voice response (IVR) and **automated** attendant can be integrated with
 networked servers and databases for more intelligent, user-oriented call
processing and data integration.

This integration makes it easy for your company to maneuver around
 the...

17/3,K/198 (Item 4 from file: 275)
 DIALOG(R)File 275:Gale Group Computer DB(TM)
 (c) 2004 The Gale Group. All rts. reserv.

01728159 SUPPLIER NUMBER: 16366589 (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Of managed health care and nuclear reactors: and other contemporary
 switch-to-host environments. (computer telephony with MACCESS' I-MAX;
 Wygant Scientific Inc's Micro-ITC software)**

Leibowitz, Ed
Teleconnect, v13, n1, p45(4)
Jan, 1995
ISSN: 0740-9354 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1758 LINE COUNT: 00149

... systems.

The Voice-it Order Entry Engine Gets Norstar-Friendly. The rise of home shopping **networks** and blitzkrieg of catalogue mailers has spawned a **consumer** with a complete disregard for regular business **hours**, **ready** to **buy products** at any second of the day. Voice-it (British Columbia, Canada) has responded to this **changing clientele** with popular 24-hour **order** -entry systems. Recently, it has expanded its line to address the switch-to-host needs...

17/3,K/199 (Item 5 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2004 The Gale Group. All rts. reserv.

01589680 SUPPLIER NUMBER: 13653535 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Big change comes in small package: software drives manufacturer's decision to resize to AS/400 from mainframe. (Jobscope integrated manufacturing software helps shot-blasting machine maker Wheelabrator to decide to migrate to IBM AS/400 minicomputer)
MIDRANGE Systems, v6, n6, p16(2)
March 23, 1993
ISSN: 1041-8237 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1045 LINE COUNT: 00086

... part, a purchase or a make requirement is created. At the same time, the system **automatically** generates a work **order**, **schedules** the job, and determines the **delivery date**. Wheelabrator **customer service** provides **clients** with immediate **order** updates through a snapshot feature, which captures current data on any work in **progress**.

According to McDaniel, the mainframe didn't provide the timely reports needed to allocate personnel...

17/3,K/200 (Item 1 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Anno.(R)
(c) 2004 The Gale Group. All rts. reserv.

01700879 Supplier Number: 50276007 (USE FORMAT 7 FOR FULLTEXT)
WebNative version 1.03 Upgrades Digital Archiving Features; Release Adds E-commerce Capabilities and Archiving Integration.
Business Wire, p08310154
August 31, 1998
Language: English Record Type: Fulltext
Article Type: Article
Document Type: Newswire; Trade
Word Count: 502

... both their print and on-line catalogs. The FullPress/WebNative combination has made the whole **process** so much faster, cutting out several production **steps**, eliminating image relinking errors, and reducing **delivery time** and costs. That's what digital asset management is all about."

WebNative (TM) version 1.03 can be **purchased** for \$7,500 by **users** of FullPress, a prepress server combining file serving, print spooling, and

Open Prepress Interface software...

17/3,K/201 (Item 1 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2004 The Gale Group. All rts. reserv.

04842359 Supplier Number: 67000902 (USE FORMAT 7 FOR FULLTEXT)
Industry News; Oshkosh Truck Corp Tracks USMC Orders.
Trailer/Body Builders, pNA
Oct, 2000
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 204

... system is available to other Oshkosh defense customers, including the US Army.

By integrating all **steps** of supply ...Oshkosh supply system, which routes the request to the closest parts and service location. The **customer** is also able to obtain real-time information on **order status** and **delivery date** from a secured **web** site.

17/3,K/202 (Item 2 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2004 The Gale Group. All rts. reserv.

04815661 Supplier Number: 66378956 (USE FORMAT 7 FOR FULLTEXT)
Distribution model must change with the times, industry leader claims;
Fulfilment expert calls for a change in practice by the distribution industry if it is to meet the demands of the Internet marketplace.
M2 Presswire, pNA
Oct 26, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 815

... customer service can only be achieved by having fulfilment systems fully integrated with the websites.

" **Improved** customer service is required to inspire more confidence in the Internet. ...Web purchasers need to be able to see exactly what is happening during the order **process** ," comments Davie. "This is why a combined **online** tracking and stock management system is so important. It enables the **customer** to see the stock availability and to be told the **delivery date** before **ordering** , and after **ordering** to be able to track their **purchase** up to the moment it arrives at its designated destination."

A further **change** that Davie predicts will have to be made is the way that couriers deliver the **goods** that have been ordered online. In particular he highlights the inconvenience of traditional 9:00am...

17/3,K/203 (Item 3 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2004 The Gale Group. All rts. reserv.

04782293 Supplier Number: 65282306 (USE FORMAT 7 FOR FULLTEXT)
TIBCO Software introduces new portal solution to deliver real-time alerts to wireless devices; TIBCO ActivePortal 2.0 provides robust customisation tools for mission-critical e-business portals.

M2 Presswire, pNA
Sept 18, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 1294

... TIBCO Software Inc. (NASDAQ: TIBX) today announces version 2.0 of its TIBCO ActivePortal(tm) **product** suite. TIBCO's new portal solution will **deliver** real- **time** corporate information to wired and wireless devices, including mobile telephones, personal digital assistants (PDAs), pagers and other wireless devices. Wireless **users** will **automatically** receive personalised alert notifications on appointment **changes** , **sales** data or stock prices.

According to a recent study by The Strategis Group, the communications...

17/3,K/204 (Item 4 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2004 The Gale Group. All rts. reserv.

04781957 Supplier Number: 65229742 (USE FORMAT 7 FOR FULLTEXT)
Terms of engagement.
Whitehead, Neil
Brand Strategy, p15
Sept, 2000
Language: English Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 1837

... in the dead space of the Chiswick store's basement, where customers can experience the **products** . Customers can then go home, take measurements for the new **product** and make the **purchase** on the new **website** . **Goods** are then **delivered** in 24 **hours** . By allowing **customers** to **buy** from home, it is extending the **purchase** format and **changing** the dynamics of shopping. The physical environment in turn has become a real

17/3,K/205 (Item 5 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2004 The Gale Group. All rts. reserv.

04776928 Supplier Number: 65175996 (USE FORMAT 7 FOR FULLTEXT)
Softlab partners with Genesys to provide complete contact centre solutions.
M2 Presswire, pNA
Sept 12, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 1208

... to respond to the query efficiently. For example, a call requesting the whereabouts of an **order** can be answered with an immediate response stating its expected **delivery time** . A follow-up call is **automatically** scheduled and placed by the original agent to confirm the **customer** 's receipt of the shipment and satisfaction with the **product** . Details of each call are **automatically** added to the customer's records.

Alan Barr, Managing Director of Genesys UK and Ireland...

17/3,K/206 (Item 6 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2004 The Gale Group. All rts. reserv.

04705197 Supplier Number: 63044825 (USE FORMAT 7 FOR FULLTEXT)
Infinium launches business focused on customer relationship management (CRM) solutions; Infinium CRM empowers companies to compete by optimising customer loyalty.
M2 Presswire, pNA
June 29, 2000
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 445

... to the Aberdeen Group.

The Infinium CRM business unit provides a fully integrated suite of **customer** relationship management solutions that enable companies to **improve customer** service and increase back- **selling** opportunities by providing up-to- **date** , relevant **customer** information **delivered** via wireless devices. Infinium. CRM can be implemented internally by **customers** or accessed via an application service provider such as Infinium ASP.

"As intense, international, **web** -enabled competition makes it increasingly difficult to differentiate among **products** , smart companies are realising the value of converting from a **product** -centric to a customer-centric focus," says Terry Joint, general manager of Infinium CRM. "Infinium...

17/3,K/207 (Item 7 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
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04649993 Supplier Number: 61945112 (USE FORMAT 7 FOR FULLTEXT)
Extreme Networks selects Active Software for enterprise and B2B integration; Leading network solutions company uses ActiveWorks to rapidly integrate eCommerce and CRM solutions.
M2 Presswire, pNA
May 8, 2000
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 738

... Relationship Management (CRM) applications, improving operational efficiencies inside the company and with B2B trading partners.

Improving Information Access for eBusiness Efficiency Extreme Networks will use ActiveWorks to quickly integrate the Asera...

...systems, providing a seamless flow of business-critical information across all integration touch points. By **automating** and streamlining key business **processes** in the **order** cycle, Extreme **Networks** expects Active Software and Asera to reduce the **delivery time** of products to channel partners.

Extreme **Networks** also requires that its **sales** , technical support and marketing teams have real-time access to **customer** , product and order information regardless of where it is stored.

Extreme **Networks** has contracted with Corio to host their CRM solution based on Siebel Systems. As a...

17/3,K/208 (Item 8 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2004 The Gale Group. All rts. reserv.

04151763 Supplier Number: 54428305 (USE FORMAT 7 FOR FULLTEXT)
SYNTRA AND ORACLE FORM ALLIANCE.
Productivity Software, v12, n5, pNA
May, 1999
Language: English Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 563

... business applications. The advanced compliance and logistics capabilities of GLS enable organizations to reduce their **order -to-delivery** cycle **time** and provide superior **customer** service on a worldwide basis."

SYNTRA GLS software eliminates barriers to global trade by **automating** every **step** of the international trade **process** . It manages all aspects of cross-border logistics to optimize and extend a company's...

17/3,K/209 (Item 9 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2004 The Gale Group. All rts. reserv.

03434333 Supplier Number: 47074712 (USE FORMAT 7 FOR FULLTEXT)
MICROSOFT: Microsoft announces new e-mail management tool & ready-to-use groupware apps for Outlook 97
M2 Presswire, pN/A
Jan 29, 1997
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 914

... discussion database for sharing knowledge and information that is valuable within the organization.

- * Office Supplies/ **Equipment** Requisition. Enables users to **order** office supplies or equipment by e-mail.

- * Project Management. Enables **users** to track project information such as budget, status, documents, **deliverables** , meeting **minutes** and tasks.

- * **Sales** Tracking. Enables **users** to store and track **client** information, record contacts, create **action items** , and post responses.

- * Training Management. **Automates** student enrollment in training courses and manages enrollment based on criteria such as class size...

17/3,K/210 (Item 10 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2004 The Gale Group. All rts. reserv.

03319471 Supplier Number: 46822343 (USE FORMAT 7 FOR FULLTEXT)
FEDEX: FedEx sets new strategic direction with on-line ordering
M2 Presswire, pN/A
Oct 23, 1996
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 916

... set-vice rather than order taking Enhanced Business-Customer

Relationship: Businesses interact directly with customers, **improving** customer relations and Understanding of the marketplace. Internet Presence: On-line catalog creates presence for businesses in the burgeoning **electronic** commerce marketplace, levelling the **on - line** playing field for smaller companies. Benefits to End- **Customers** : Order and Tracking Numbers Linked: FedEx links business's **order** confirmation number with FedEx shipping label and barcode to ease **package** tracking **Time** -Definite **Delivery** : Shipping via FedEx eliminates **delivery** **time** guesswork.
FedEx Alliance Advantages:
World Business Leader: Recognised global leader in logistics, **electronic** commerce and time-definite delivery. 24 Year History of Reliability: Businesses can leverage the credibility...

17/3,K/211 (Item 11 from file: 636)
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02401557 Supplier Number: 44754678 (USE FORMAT 7 FOR FULLTEXT)
UARCO UNVEILS THE FIT NETWORK
EDI News, v8, n12, pN/A
June 13, 1994
Language: English Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 432

... in three cumulative levels of functionality, including:
* FIT Release. The first level of the FIT **Network** offers users an **online** link to UARCO's **order** entry system. Through FIT Release, **users** may create **electronic** release **orders** for any finished good or inventory item in UARCO warehouses and specify a **delivery** **date** and site. Because **users** log their **orders** directly into UARCO's system, no further processing of the **order** itself is required, so accuracy improves and **fulfillment** is expedited.
* Administrative Services. The Administrative Services level of the FIT Network provides users with...

17/3,K/212 (Item 12 from file: 636)
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01640449 Supplier Number: 42548585 (USE FORMAT 7 FOR FULLTEXT)
FEDERAL EXPRESS TAKES HOLISTIC APPROACH TO ELECTRONIC MESSAGING
Electronic Messaging News, v3, n24, pN/A
Nov 27, 1991
Language: English Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 1065

... of clients in the U.S., as well as Europe and the Pacific Rim.
To **improve** asset tracking and simplify management control, all Business Logistics systems are on-line and can...

...systems or customized for special MIS applications such as EDI. On-line, real-time data **processing** ensures companies they will have access to the latest information on orders, deliveries, and payments. **Customers** can place their orders through EDI **networks** which means high-volume **orders** can be placed quickly and efficiently, thereby drastically reducing **order** to **delivery** **time** and significantly **improving** **customer** service.

Federal Express can remain number one, said Collins, only if it continues to not...

17/3,K/213 (Item 13 from file: 636)
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01630244 Supplier Number: 42516551 (USE FORMAT 7 FOR FULLTEXT)
POWERHOUSE FEDERAL EXPRESS CONTINUES TO MOVE FORWARD WITH EDI
Electronic Trade & Transport News, v2, n23, pN/A
Nov 12, 1991
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 501

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